



Australian Government

AVI08 Aviation Training Package

Release: 3.0

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Modification History

Table 1: Version Modification History for Aviation Training Package

Name	Version	Release Date	Comments				
AVI08	3.1	November 2010	<p>The following changes have been undertaken in this version of the AVI08 Aviation Training Package:</p> <p>The title of the following Qualification has been altered:</p> <table border="1"><tr><td>AVI50510</td><td>Diploma of Aviation (Grade 2 Flight Instructor)</td></tr></table> <p>To become;</p> <table border="1"><tr><td>AVI50510</td><td>Diploma of Aviation (Flight Instructor)</td></tr></table> <p>The following Skill Sets have been removed:</p> <p>Grade 1 Flight Instructor Skill Set</p> <p>Grade 3 Flight Instructor Skill Set</p>	AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)	AVI50510	Diploma of Aviation (Flight Instructor)
AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)						
AVI50510	Diploma of Aviation (Flight Instructor)						
AVI08	3	April 2010	<p>The following changes have been undertaken in this new Version of the AVI08 Aviation Training Package:</p> <p>All codes have been updated to reflect current Training Package Development Handbook Policy.</p> <p>All TLI07 units affiliated with this Training Package are now listed as imported units. They have remained available within Volume II of this Training Package.</p> <p>The field codes within the Training Package have been updated and the following changes have been made:</p>				

			Old field code	New field code
			M – Training	M – Training and Assessment
			N – Assessment	N – Leadership and Supervision
			W – Carrying out Operations on Equipment and Systems	W – Equipment and Systems Operations
			Y – Control Aircraft and Traffic Management	Y – Aircraft Operation and Traffic Management
			7 new units have been added	
			AVID2006A	Load and secure aviation freight and baggage
			AVID2007A	Unload aviation freight and baggage
			AVIF2019A	Work in aircraft confined spaces
			AVIM5005A	Conduct training for the issue of an endorsement
			AVIM6006A	Deliver operational flight management training
			AVIM5008A	Conduct flight review
			AVIN6003A	Manage flight training
			1 existing unit has been revised	
			AVII2003C	Carry out beverage service on an aircraft
			1 existing unit has been edited	

			AVIY3052A	Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations
			The following unit has been realigned to a new field	
			AVIM5007A	Conduct pre-assessment
			38 new imported units have been added	
			BSBAUD402B	Participate in a quality audit
			BSBCMM301A	Process customer complaints
			BSBFIM501A	Manage budgets and financial plans
			BSBLED401A	Develop teams and individuals
			BSBMGT502A	Manage people performance
			BSBMKG501B	Identify and evaluate marketing opportunities
			BSBRKG502B	Manage and monitor business or records systems
			BSBWOR502A	Ensure team effectiveness
			BSBWRK509A	Manage industrial relations
			CHCCAR501B	Conduct career guidance interview
			TAAASS501B	Lead and coordinate assessment systems and services
			TAACMQ501B	Develop training and/or

				assessment organisational policies & procedures
			TAACMQ503B	Lead and conduct training and/or assessment evaluations
			TAACMQ504B	Determine and manage scope of training and/or assessment services
			TAACMQ505B	Lead a team to foster innovation
			TAADEL503B	Provide advanced facilitation to support learning
			TAADEL504B	Lead and coordinate training services
			TAADES501B	Design and develop learning strategies
			TAADES502B	Design and develop learning resources
			TAAENV501B	Maintain and enhance professional practice
			TAATAS502B	Prepare a tender bid
			TAATAS503B	Manage contracted work
			TAATAS504B	Facilitate group processes
			TAEASS401A	Plan assessment activities and processes
			TAEASS402A	Assess competence
			TAEASS403A	Participate in assessment validation
			TAEASS502A	Design and develop assessment tools

			TAEDEL301A	Provide work skill instruction
			TAEDEL401A	Plan, organise and deliver group-based learning
			TAEDEL402A	Plan, organise and facilitate learning in the workplace
			TAEDES401A	Design and develop learning programs
			TAEDES402A	Use training packages and accredited courses to meet client needs
			TAELLN401A	Address adult language, literacy and numeracy skills
			TAESUS501A	Analyse and apply sustainability skills to learning programs
			TLIC707C	Operate vehicle carrying special loads
			TLIF6307A	Administer the implementation of fatigue management strategies
			TLIF6407A	Manage fatigue management policy and procedures
			TLIU607B	Conduct environmental audits
			1 unit has been deleted	
			AVI2D208B	Load and secure aviation freight
			2 imported units have been removed	

			<table border="1"><tr><td>HLTCPR201A</td><td>Perform CPR</td></tr><tr><td>TAADEL301C</td><td>Provide training through instruction and demonstration of work skills</td></tr></table>	HLTCPR201A	Perform CPR	TAADEL301C	Provide training through instruction and demonstration of work skills									
HLTCPR201A	Perform CPR															
TAADEL301C	Provide training through instruction and demonstration of work skills															
			<p>2 new Skill Sets have been added</p> <table border="1"><tr><td>Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set</td></tr><tr><td>Grade 1 Flight Instructor Skill Set</td></tr></table> <p>2 existing Skill Sets have been revised</p> <table border="1"><tr><td>Aviation Operator Skill Set</td></tr><tr><td>Grade 3 Flight Instructor Skill Set</td></tr></table> <p>2 new qualifications have been added</p> <table border="1"><tr><td>AVI50510</td><td>Diploma of Aviation (Grade 2 Flight Instructor)</td></tr><tr><td>AVI60110</td><td>Advanced Diploma of Aviation (Flight Instruction)</td></tr></table> <p>2 existing qualifications have been updated</p> <table border="1"><tr><td>AVI30510</td><td>Certificate III in Aviation (Rescue Crewman)</td></tr><tr><td>AVI40610</td><td>Certificate IV in Aviation (Aircrewman)</td></tr></table> <p>The following qualifications have had units added to their elective unit list:</p> <table border="1"><tr><td>AVI10108 Certificate I in Aviation (Foundation Skills)</td></tr></table>	Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set	Grade 1 Flight Instructor Skill Set	Aviation Operator Skill Set	Grade 3 Flight Instructor Skill Set	AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)	AVI60110	Advanced Diploma of Aviation (Flight Instruction)	AVI30510	Certificate III in Aviation (Rescue Crewman)	AVI40610	Certificate IV in Aviation (Aircrewman)	AVI10108 Certificate I in Aviation (Foundation Skills)
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AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)															
AVI60110	Advanced Diploma of Aviation (Flight Instruction)															
AVI30510	Certificate III in Aviation (Rescue Crewman)															
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AVI10108 Certificate I in Aviation (Foundation Skills)																

			4 existing imported units		
			PRMCL04B	Maintain a carpeted floor	
			PRMCL17B	Clean a wet area	
			PRMCL37A	Clean external surfaces	
			PRMCL38A	Clean a food handling area	
			AVI20208 Certificate II in Aviation (Flight Operations)		
			1 new AVI units		
			AVID2006A	Load and secure aviation freight and baggage	
			AVI20408 Certificate II in Aviation (Ground Operations and Service)		
			3 new AVI units		
			AVID2006A	Load and secure aviation freight and baggage	
			AVID2007A	Unload aviation freight and baggage	
			AVIF2019A	Work in aircraft confined spaces	
			1 new imported unit		
			BSBCMM301A	Process customer complaints	
			3 existing AVI units		
			AVIC2001A	Drive on the airside	
			AVIF2012A	Monitor the transfer of hazardous materials	
			AVIO2001A	Use firearms on an aerodrome to control wildlife hazards	
			AVI30408 Certificate III in Aviation (Ground Operations and Service)		
			1 new imported unit		

			TLIC707C	Operate vehicle carrying special loads
			<i>2 existing AVI units</i>	
			AVIW3021A	Coordinate aircraft ground operations
			AVIW3023A	Implement wildlife hazard control measures
			<i>2 existing imported units</i>	
			TLIJ207C	Apply quality systems
			SITTTSL015A	Construct advanced international airfares
			AVI40408 Certificate IV in Aviation (Ground Operations and Service)	
			<i>3 new imported units</i>	
			TLIF6307A	Administer the implementation of fatigue management strategies
			TLIF6407A	Manage fatigue management policy and procedures
			TLIU607B	Conduct environmental audits
			<i>3 existing AVI units</i>	
			AVIC4002A	Administer airside driving
			AVIO4003A	Implement airside access
			AVIW5022A	Coordinate the removal of disabled aircraft
			<i>2 existing imported units</i>	
			HLTFA402B	Apply advanced first aid
			BSBMGT401A	Show leadership in the workplace
			AVI40508 Certificate IV in Aviation (Leadership and Supervision)	

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			AVIY455A	Conduct airborne extraction operations
			AVIY456A	Conduct airborne rappelling operations
			AVIY457A	Perform helicopter deck landing operations
			AVIY458A	Pilot a helicopter during external load operations
			AVIY459A	Pilot a helicopter during roping operations
			AVIY460A	Pilot a helicopter during winching operations
			AVIY461A	Perform aerobatic manoeuvres
			AVIY462A	Perform an aerobatic sequence
			AVIY463A	Perform close formation flight
			AVIY464A	Lead an aircraft formation flight
			AVIY565A	Operate a multi-engine helicopter
			AVIY466A	Control aircraft in advanced flight manoeuvres
		1 new imported unit has been added		
			TAADEL301C	Provide training through instruction and demonstration of work skills

			1 imported unit has been removed		
			<table><tr><td>PMAOHS214B</td><td>Undertake helicopter safety and escape</td></tr></table>	PMAOHS214B	Undertake helicopter safety and escape
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			15 new Skill Sets have been added		
			Airborne Rappelling Skill Set		
			Airborne Recovery Skill Set		
			Aircraft Underwater Escape Skill Set		
			Emergency Breathing System Skill Set		
			Simulator Operator Skill Set		
			Simulator Trainer Skill Set		
			Simulator Operator/Trainer Skill Set		
			Airborne Rappelling Supervisor Skill Set		
			Aerobatic Pilot Skill Set		
			Formation Pilot Skill Set		
			Night Visual Flight Rules (NVFR) Pilot Skill Set		
			Marine Transfer Pilot Skill Set		
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			<p>7 qualifications have been revised</p> <table><tr><td>6 new elective units added to AVI20208 Certificate II in Aviation (Flight Operations)</td></tr><tr><td>1 new elective unit has been added to AVI20408 Certificate II in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI30208 Certificate III in Aviation (Flight Operations)</td></tr><tr><td>1 new elective unit has been added to AVI30408 Certificate III in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI40408 Certificate IV in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI40508 Certificate IV in Aviation (Leadership and Supervision)</td></tr><tr><td>1 new optional unit has been added AVI50408 Diploma of Aviation (Instrument Flight Operations)</td></tr></table> <p>2 qualification have been updated</p> <table><tr><td>1 new core unit – to replace PMAOHS214B – and 3 new elective units have been added to AVI40609 Certificate IV in Aviation (Aircrewman). 2 existing core/mandatory units have been moved to the elective unit list. Qualification code has been updated from AVI40608.</td></tr><tr><td>1 new core unit – to replace PMAOHS214B – and 1 new optional unit has been added to AVI30509 Certificate III in Aviation (Rescue Crewman). Qualification code has been updated from AVI30508.</td></tr></table>	6 new elective units added to AVI20208 Certificate II in Aviation (Flight Operations)	1 new elective unit has been added to AVI20408 Certificate II in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI30208 Certificate III in Aviation (Flight Operations)	1 new elective unit has been added to AVI30408 Certificate III in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI40408 Certificate IV in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI40508 Certificate IV in Aviation (Leadership and Supervision)	1 new optional unit has been added AVI50408 Diploma of Aviation (Instrument Flight Operations)	1 new core unit – to replace PMAOHS214B – and 3 new elective units have been added to AVI40609 Certificate IV in Aviation (Aircrewman). 2 existing core/mandatory units have been moved to the elective unit list. Qualification code has been updated from AVI40608.	1 new core unit – to replace PMAOHS214B – and 1 new optional unit has been added to AVI30509 Certificate III in Aviation (Rescue Crewman). Qualification code has been updated from AVI30508.
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AVI08	1	April 2008	Reviewed Training Package	
			Primary Release is the first release of the Aviation Training Package AVI08	
			Aerodrome reporting officers/Airside workers	Development of 8 new competency units
			Research and analysis of units in the areas of air marshals, air marshalling, weather, aircraft washing and deicing for possible inclusion into the Training Package	Research and analysis proved that development of units should not be a priority at this point in time. May be considered again in light of Defence engagement under continuous review
			Inclusion of 10 additional units from TLI07	Units accessed for inclusion in AVI08
			Inclusion of 5 Asset Maintenance units from CPSISC	Asset Maintenance Training Package was endorsed in December 2007 and units have been included in this Training Package.
			Development of revised Diploma for Air Traffic Control	Diploma established
			Development of Diploma for Instrument Ratings	Diploma established
			Category 2 change for CPL and HPL	Cat 2 change endorsed in 2007
			CPL & HPL units	Requirement to review units post Cat 2 change to align with CASA's reviewed Manual of Standards (MOS)

			Helicopters	Development of 2 additional qualifications for: Rescue crewman, and Aircraftman Add 2 Skill Sets: Night Aided Vision Aviation Operations Skill Set Helicopter Wireman Skill Set
			Certificate IV	Development of additional qualification for: Certificate IV in Aviation (Leadership and Supervision) as well as an identified Skill Set for Supervisory Cabin Crew
			Review of first aid units	Reviewed first aid units aligned with various occupational roles and included in AVI08
			Development of 4 new units for Cabin Crew	New units drafted, developed and validated and embedded into Training Package
			Mapping of ATC units	Mapping of revised Air Traffic Control units to CASR Part 65 in order to satisfy compliance on behalf of CASA and Airservices Australia
			Revision of all competencies to ensure suitability across commercial and	In late 2007, DFA went from an observer of the process to an active participant, thereby

			<div>defence realms</div> <div>requiring all standards be revisited to ensure applicability across both civilian and military regulatory realms</div>
			<div>Changes to documentation in alignment with Training Package Development Handbook</div> <div>The Training Package Development Handbook changed in May, August and September 2007, resulting in changes to the Volume 1 document and to each unit requiring a licensing statement</div>
			<div>Changes to codes and insertion of AQF descriptor</div> <div>Completed</div>
			<div>Development and validation of Aviation Operator – Helicopter Skill Set</div> <div>This work has been completed and validated</div>
			<div>Development and validation of Night Flying Rules Skill Set</div> <div>Night Flying Rules – work completed</div>
TDA03	2	April 2007	<p>Category 2 change</p> <p>Title and qualification requirement changes to an existing Aviation qualification:</p> <p>Licensed qualification</p> <p>Change: AVI40203A Certificate IV in Transport & Distribution – Aviation Flight Operations</p> <p>To: AVI40107 Certificate IV in Aviation Operations (Commercial Pilot Aeroplane Licence) and AVI40207 Certificate IV in Aviation Operations (Commercial Pilot Helicopter Licence)</p> <p>Reduces the requirements for completion from twenty eight (28) to fifteen (15) units. The fifteen (15) units</p>

			are all placed at level IV Removes the thirteen (13) Cert 1–Cert III level units from the qualification which do not contribute to occupational outcomes for commercial pilots
TDA03	1	March 2003	Primary Release

Preliminary Information

Preliminary Information

Important Note to Users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment

This Training Package is Version 3 – check whether this is the latest version by going to the National Training Information Service (www.ntis.gov.au) and locating information about the Training Package. Alternatively, contact the Transport and Logistics Industry Skills Council on (www.tlisc.com) to confirm the latest version number.

Explanation of version number conventions

The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package's national code (which remains the same during its period of endorsement).

Explanation of the review date

The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

Version modification history

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Table 1: Version Modification History for Aviation Training Package

Name	Version	Release Date	Comments
AVI08	3.1	November 2010	<p>The following changes have been undertaken in this version of the AVI08 Aviation Training Package:</p> <p>The title of the following Qualification has been altered:</p>

			<table><tr><td>AVI50510</td><td>Diploma of Aviation (Grade 2 Flight Instructor)</td></tr></table> <p>To become;</p> <table><tr><td>AVI50510</td><td>Diploma of Aviation (Flight Instructor)</td></tr></table> <p>The following Skill Sets have been removed: Grade 1 Flight Instructor Skill Set Grade 3 Flight Instructor Skill Set</p>	AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)	AVI50510	Diploma of Aviation (Flight Instructor)						
AVI50510	Diploma of Aviation (Grade 2 Flight Instructor)												
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AVI08	3	April 2010	<p>The following changes have been undertaken in this new Version of the AVI08 Aviation Training Package:</p> <p>All codes have been updated to reflect current Training Package Development Handbook Policy.</p> <p>All TLI07 units affiliated with this Training Package are now listed as imported units. They have remained available within Volume II of this Training Package.</p> <p>The field codes within the Training Package have been updated and the following changes have been made:</p> <table><tr><th>Old field code</th><th>New field code</th></tr><tr><td>M – Training</td><td>M – Training and Assessment</td></tr><tr><td>N – Assessment</td><td>N – Leadership and Supervision</td></tr><tr><td>W – Carrying out Operations on Equipment and Systems</td><td>W – Equipment and Systems Operations</td></tr><tr><td>Y – Control Aircraft and Traffic Management</td><td>Y – Aircraft Operation and Traffic Management</td></tr></table>	Old field code	New field code	M – Training	M – Training and Assessment	N – Assessment	N – Leadership and Supervision	W – Carrying out Operations on Equipment and Systems	W – Equipment and Systems Operations	Y – Control Aircraft and Traffic Management	Y – Aircraft Operation and Traffic Management
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			BSBCMM301A	Process customer complaints
			BSBFIM501A	Manage budgets and financial plans
			BSBLED401A	Develop teams and individuals
			BSBMGT502A	Manage people performance
			BSBMKG501B	Identify and evaluate marketing opportunities
			BSBRKG502B	Manage and monitor business or records systems
			BSBWOR502A	Ensure team effectiveness
			BSBWRK509A	Manage industrial relations
			CHCCAR501B	Conduct career guidance interview
			TAAASS501B	Lead and coordinate assessment systems and services
			TAACMQ501B	Develop training and/or assessment organisational policies & procedures
			TAACMQ503B	Lead and conduct training and/or assessment evaluations
			TAACMQ504B	Determine and manage scope of training and/or assessment services
			TAACMQ505B	Lead a team to foster innovation

			TAADEL503B	Provide advanced facilitation to support learning
			TAADEL504B	Lead and coordinate training services
			TAADES501B	Design and develop learning strategies
			TAADES502B	Design and develop learning resources
			TAAENV501B	Maintain and enhance professional practice
			TAATAS502B	Prepare a tender bid
			TAATAS503B	Manage contracted work
			TAATAS504B	Facilitate group processes
			TAEASS401A	Plan assessment activities and processes
			TAEASS402A	Assess competence
			TAEASS403A	Participate in assessment validation
			TAEASS502A	Design and develop assessment tools
			TAEDEL301A	Provide work skill instruction
			TAEDEL401A	Plan, organise and deliver group-based learning
			TAEDEL402A	Plan, organise and facilitate learning in the workplace
			TAEDES401A	Design and develop learning programs
			TAEDES402A	Use training packages

				and accredited courses to meet client needs
			TAELLN401A	Address adult language, literacy and numeracy skills
			TAESUS501A	Analyse and apply sustainability skills to learning programs
			TLIC707C	Operate vehicle carrying special loads
			TLIF6307A	Administer the implementation of fatigue management strategies
			TLIF6407A	Manage fatigue management policy and procedures
			TLIU607B	Conduct environmental audits
			1 unit has been deleted	
			AVI2D208B	Load and secure aviation freight
			2 imported units have been removed	
			HLTCPR201A	Perform CPR
			TAADEL301C	Provide training through instruction and demonstration of work skills
			2 new Skill Sets have been added	
			Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set	

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			AVIY458A	Pilot a helicopter during external load operations
			AVIY459A	Pilot a helicopter during roping operations
			AVIY460A	Pilot a helicopter during winching operations
			AVIY461A	Perform aerobic manoeuvres
			AVIY462A	Perform an aerobic sequence
			AVIY463A	Perform close formation flight
			AVIY464A	Lead an aircraft formation flight
			AVIY565A	Operate a multi-engine helicopter
			AVIY466A	Control aircraft in advanced flight manoeuvres
			1 new imported unit has been added	
			TAADEL301C	Provide training through instruction and demonstration of work skills
			1 imported unit has been removed	
			PMAOHS214B	Undertake helicopter safety and escape
			15 new Skill Sets have been added	
			Airborne Rappelling Skill Set	
			Airborne Recovery Skill Set	

			Aircraft Underwater Escape Skill Set	
			Emergency Breathing System Skill Set	
			Simulator Operator Skill Set	
			Simulator Trainer Skill Set	
			Simulator Operator/Trainer Skill Set	
			Airborne Rappelling Supervisor Skill Set	
			Aerobatic Pilot Skill Set	
			Formation Pilot Skill Set	
			Night Visual Flight Rules (NVFR) Pilot Skill Set	
			Marine Transfer Pilot Skill Set	
			External Load Pilot Skill Set	
			Rappelling and Winching Pilot Skill Set	
			Grade 3 Flight Instructor Skill Set	

			<p>7 qualifications have been revised</p> <table><tr><td>6 new elective units added to AVI20208 Certificate II in Aviation (Flight Operations)</td></tr><tr><td>1 new elective unit has been added to AVI20408 Certificate II in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI30208 Certificate III in Aviation (Flight Operations)</td></tr><tr><td>1 new elective unit has been added to AVI30408 Certificate III in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI40408 Certificate IV in Aviation (Ground Operations and Service)</td></tr><tr><td>1 new elective unit has been added to AVI40508 Certificate IV in Aviation (Leadership and Supervision)</td></tr><tr><td>1 new optional unit has been added AVI50408 Diploma of Aviation (Instrument Flight Operations)</td></tr></table> <p>2 qualification have been updated</p> <table><tr><td>1 new core unit – to replace PMAOHS214B – and 3 new elective units have been added to AVI40609 Certificate IV in Aviation (Aircrewman). 2 existing core/mandatory units have been moved to the elective unit list. Qualification code has been updated from AVI40608.</td></tr><tr><td>1 new core unit – to replace PMAOHS214B – and 1 new optional unit has been added to AVI30509 Certificate III in Aviation (Rescue Crewman). Qualification code has been updated from AVI30508.</td></tr></table>	6 new elective units added to AVI20208 Certificate II in Aviation (Flight Operations)	1 new elective unit has been added to AVI20408 Certificate II in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI30208 Certificate III in Aviation (Flight Operations)	1 new elective unit has been added to AVI30408 Certificate III in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI40408 Certificate IV in Aviation (Ground Operations and Service)	1 new elective unit has been added to AVI40508 Certificate IV in Aviation (Leadership and Supervision)	1 new optional unit has been added AVI50408 Diploma of Aviation (Instrument Flight Operations)	1 new core unit – to replace PMAOHS214B – and 3 new elective units have been added to AVI40609 Certificate IV in Aviation (Aircrewman). 2 existing core/mandatory units have been moved to the elective unit list. Qualification code has been updated from AVI40608.	1 new core unit – to replace PMAOHS214B – and 1 new optional unit has been added to AVI30509 Certificate III in Aviation (Rescue Crewman). Qualification code has been updated from AVI30508.
6 new elective units added to AVI20208 Certificate II in Aviation (Flight Operations)												
1 new elective unit has been added to AVI20408 Certificate II in Aviation (Ground Operations and Service)												
1 new elective unit has been added to AVI30208 Certificate III in Aviation (Flight Operations)												
1 new elective unit has been added to AVI30408 Certificate III in Aviation (Ground Operations and Service)												
1 new elective unit has been added to AVI40408 Certificate IV in Aviation (Ground Operations and Service)												
1 new elective unit has been added to AVI40508 Certificate IV in Aviation (Leadership and Supervision)												
1 new optional unit has been added AVI50408 Diploma of Aviation (Instrument Flight Operations)												
1 new core unit – to replace PMAOHS214B – and 3 new elective units have been added to AVI40609 Certificate IV in Aviation (Aircrewman). 2 existing core/mandatory units have been moved to the elective unit list. Qualification code has been updated from AVI40608.												
1 new core unit – to replace PMAOHS214B – and 1 new optional unit has been added to AVI30509 Certificate III in Aviation (Rescue Crewman). Qualification code has been updated from AVI30508.												

AVI08	1	April 2008	Reviewed Training Package	
			Primary Release is the first release of the Aviation Training Package AVI08	
			Aerodrome reporting officers/Airside workers	Development of 8 new competency units
			Research and analysis of units in the areas of air marshals, air marshalling, weather, aircraft washing and deicing for possible inclusion into the Training Package	Research and analysis proved that development of units should not be a priority at this point in time. May be considered again in light of Defence engagement under continuous review
			Inclusion of 10 additional units from TLI07	Units accessed for inclusion in AVI08
			Inclusion of 5 Asset Maintenance units from CPSISC	Asset Maintenance Training Package was endorsed in December 2007 and units have been included in this Training Package.
			Development of revised Diploma for Air Traffic Control	Diploma established
			Development of Diploma for Instrument Ratings	Diploma established
			Category 2 change for CPL and HPL	Cat 2 change endorsed in 2007
			CPL & HPL units	Requirement to review units post Cat 2 change to align with CASA's reviewed Manual of Standards (MOS)

			Helicopters	Development of 2 additional qualifications for: Rescue crewman, and Aircraftman Add 2 Skill Sets: Night Aided Vision Aviation Operations Skill Set Helicopter Wireman Skill Set
			Certificate IV	Development of additional qualification for: Certificate IV in Aviation (Leadership and Supervision) as well as an identified Skill Set for Supervisory Cabin Crew
			Review of first aid units	Reviewed first aid units aligned with various occupational roles and included in AVI08
			Development of 4 new units for Cabin Crew	New units drafted, developed and validated and embedded into Training Package
			Mapping of ATC units	Mapping of revised Air Traffic Control units to CASR Part 65 in order to satisfy compliance on behalf of CASA and Airservices Australia
			Revision of all competencies to ensure suitability across commercial and	In late 2007, DFA went from an observer of the process to an active participant, thereby

			<div>defence realms</div> <div>requiring all standards be revisited to ensure applicability across both civilian and military regulatory realms</div>
			<div>Changes to documentation in alignment with Training Package Development Handbook</div> <div>The Training Package Development Handbook changed in May, August and September 2007, resulting in changes to the Volume 1 document and to each unit requiring a licensing statement</div>
			<div>Changes to codes and insertion of AQF descriptor</div> <div>Completed</div>
			<div>Development and validation of Aviation Operator – Helicopter Skill Set</div> <div>This work has been completed and validated</div>
			<div>Development and validation of Night Flying Rules Skill Set</div> <div>Night Flying Rules – work completed</div>
TDA03	2	April 2007	<p>Category 2 change</p> <p>Title and qualification requirement changes to an existing Aviation qualification:</p> <p>Licensed qualification</p> <p>Change: AVI40203A Certificate IV in Transport & Distribution – Aviation Flight Operations</p> <p>To: AVI40107 Certificate IV in Aviation Operations (Commercial Pilot Aeroplane Licence) and AVI40207 Certificate IV in Aviation Operations (Commercial Pilot Helicopter Licence)</p> <p>Reduces the requirements for completion from twenty eight (28) to fifteen (15) units. The fifteen (15) units</p>

			are all placed at level IV Removes the thirteen (13) Cert 1–Cert III level units from the qualification which do not contribute to occupational outcomes for commercial pilots
TDA03	1	March 2003	Primary Release

Table 2: Summary of AQF Qualifications in AVI08 Version 3 Aviation Training Package

This table lists all of the qualifications in the AVI08 Version 3 Training Package. These are detailed in Part 2 of this volume.

Code	National qualification title
AQF1	
AVI10108	Certificate I in Aviation (Foundation Skills)
AQF2	
AVI20208	Certificate II in Aviation (Flight Operations)
AVI20408	Certificate II in Aviation (Ground Operations and Service)
AQF3	
AVI30208	Certificate III in Aviation (Flight Operations)
AVI30408	Certificate III in Aviation (Ground Operations and Service)
AVI30510	Certificate III in Aviation (Rescue Crewman)
AQF4	
AVI40108	Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)
AVI40208	Certificate IV in Aviation (Commercial Pilot Helicopter Licence)
AVI40408	Certificate IV in Aviation (Ground Operations and Service)
AVI40508	Certificate IV in Aviation (Leadership and Supervision)
AVI40610	Certificate IV in Aviation (Aircrewman)
AQF5	

Code	National qualification title
AVI50308	Diploma of Aviation (Air Traffic Control)
AVI50408	Diploma of Aviation (Instrument Flight Operations)
AVI50510	Diploma of Aviation (Flight Instructor)
AQF6	
AVI60110	Advanced Diploma of Aviation (Flight Instruction)

Table 3: Summary of Units of Competency in AVI08 Version 3 Aviation Training Package

The AVI08 units of competency listed below are presented in field order and include the Australian Qualifications Framework for each unit. Note there are no pre-requisites for any AVI units of competency.

For each unit in the table, the AQF level at which it is normally packaged is indicated. Where a unit is packaged at different AQF levels, the lowest level is shown as its nominal level.

Code	Title	AQF
A Handling Cargo/Stock		
AVIA3001B	Package dangerous goods for air transport	3
B Equipment Checking and Maintenance		
AVIB3001B	Inspect and report on an aerodrome	3
AVIB3002B	Inspect and report on aerodrome lighting systems	3
AVIB3003B	Inspect and report on the Obstacle Limitation Surfaces	3
AVIB3004B	Manage and carry out pre- and post-flight cabin checks	3
C Driving Vehicle		
AVIC2001A	Drive on the airside	2
AVIC4002A	Administer airside driving	4
D Load Handling		
AVID2001B	Accept dangerous goods for air transport	2
AVID2003B	Prepare freight for flight	2

Code	Title	AQF
AVID2004B	Conduct aviation freight weighing operations	2
AVID2005B	Accept freight for air transport	2
AVID2006A	Load and secure aviation freight and baggage	2
AVID2007A	Unload aviation freight and baggage	2

E Communication and Calculation

AVIE4001B	Maintain aircraft radio communications	4
AVIE5002B	Apply air traffic control communication procedures and services	5
AVIE3003B	Complete a Notice to Airmen (NOTAM)	3
AVIE3004B	Maintain radio communications as part of airport operations	3

F Safety Management

AVIF4001B	Manage human factors in aircraft flight	4
AVIF5003B	Manage human performance and team resources during air traffic control operations	5
AVIF3004B	Supervise the safety of aerodrome works and general access	3
AVIF3005B	Maintain the safety of people and aircraft	3
AVIF3006B	Respond to abnormal and emergency situations within the aircraft	3
AVIF2007B	Implement regulations and policies during check-in procedures	2
AVIF4008A	Supervise cabin safety and security	4
AVIF2010B	Implement regulations and policies during aircraft safety and service operations	3
AVIF3011B	Apply relevant laws and regulations to the management of an aerodrome	3
AVIF2012A	Monitor the transfer of hazardous materials	2
AVIF5013A	Provide SAR alerting and emergency service	5
AVIF2014A	Undertake aircraft underwater escape and survival	2
AVIF2015A	Utilise emergency breathing system	2

Code	Title	AQF
AVIF3016A	Marshal aircraft	3
AVIF2019A	Work in aircraft confined spaces	2
G Teamwork		
AVIG5001B	Work professionally in an air traffic control workplace	5
H Route Planning and Navigation		
AVIH4001B	Navigate aircraft - VFR	4
AVIH3002B	Advise on major services and attractions at aviation destinations	3
AVIH4012A	Plan a flight under Night Visual Flight Rules (NVFR)	4
AVIH4013A	Navigate aircraft - NVFR	4
AVIH5016A	Plan a flight under Instrument Flight Rules (IFR)	5
AVIH5017A	Navigate aircraft –IFR	5
I Customer Service		
AVII2001B	Provide customer service on an aircraft	2
AVII3002B	Carry out food preparation and service on an aircraft	3
AVII2003C	Carry out beverage service on an aircraft	2
AVII2004B	Provide advice on cuisine on an aircraft	2
AVII3005B	Apply knowledge of the structure, products and services of the airline operator	3
AVII2006B	Conduct in-flight retailing	2
AVII2007B	Check in aircraft passengers	2
AVII2008B	Provide assistance to transit and arriving passengers	2
AVII2009B	Serve wine to aircraft passengers	2
AVII3010B	Carry out aircraft business/first class meal and beverage service	3
AVII3011A	Provide quality customer service	3

Code	Title	AQF
AVII4012B	Manage aircraft passengers and cargo	4
AVII4013A	Supervise cabin operations	4
AVII2014B	Provide transport services to passengers with special needs	2
AVII4015A	Monitor and enhance customer service excellence	4

J Quality

AVIJ2001B	Contribute to the achievement of on-time performance standards	2
AVIJ4002B	Conduct quality control operations related to refuelling/defuelling aircraft	4

L Resource Management

AVIL2001B	Manage a check-in queue	2
AVIL3002B	Complete aircraft despatch duties	3
AVIL3003B	Plan an aircraft load	3
AVIL3004B	Assess pavement concessions	3

M Training and Assessment

AVIM5001A	Operate a simulator	5
AVIM5002A	Conduct aeronautical knowledge training	5
AVIM5003A	Conduct flight training	5
AVIM5004A	Facilitate training in a synthetic environment	5
AVIM5005A	Conduct training for the issue of an endorsement	5
AVIM6006A	Deliver operational flight management training	6
AVIM5007A	Conduct pre-assessment	5
AVIM5008A	Conduct flight review	5

N Leadership and Supervision

AVIN6003A	Manage flight training	6
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Code	Title	AQF
O Security		
AVIO2001A	Use firearms on an aerodrome to control wildlife hazards	2
AVIO4003A	Implement airside access	4
R Contract Procurement		
AVIR3001B	Service customer airline contracts	3
W Equipment and Systems Operations		
AVIW4001B	Manage pre- and post-flight actions	4
AVIW2002B	Operate an aerobridge	2
AVIW3003B	Operate aircraft embarkation and disembarkation equipment	3
AVIW3004B	Operate ramp equipment	3
AVIW3005B	Operate aircraft push-out tug	3
AVIW3006B	Refuel aircraft	3
AVIW2008B	Conduct baggage handling operations	2
AVIW2010B	Operate baggage tug	2
AVIW3011B	Defuel aircraft	3
AVIW5013B	Operate air traffic control equipment and workstations	5
AVIW5018A	Operate and manage aircraft systems	5
AVIW3021A	Coordinate aircraft ground operations	3
AVIW5022A	Coordinate the removal of disabled aircraft	5
AVIW3023A	Implement wildlife hazard control measures	3
AVIW3024A	Perform wireman duties	3
AVIW3025A	Complete aircraft/equipment pre- and post-flight actions	3
AVIW3026A	Conduct night aided vision aviation operations	3
AVIW3027A	Deliver pyrotechnics and hand held stores	3

Code	Title	AQF
AVIW4028A	Manage aircraft sensor systems	3
AVIW2029A	Operate aircraft refuelling nozzle	2
AVIW2030A	Be airborne extracted by suspended rope	2
AVIW2031A	Be airborne extracted using suspended extraction equipment	2
AVIW2032A	Fast rope from a helicopter	2
AVIW2033A	Rappel from a helicopter	2
AVIW4034A	Supervise aircraft refuelling	4

Y Aircraft Operation and Traffic Management

AVIY4001B	Control aeroplane on the ground	4
AVIY4002B	Take off aeroplane	4
AVIY4003B	Control aeroplane in normal flight	4
AVIY4004B	Land aeroplane	4
AVIY4005B	Execute advanced aeroplane manoeuvres and procedures	4
AVIY4006B	Manage abnormal aeroplane flight situations	4
AVIY4007B	Manage aircraft fuel	4
AVIY4008B	Control aircraft solely by reference to full instrument panel	4
AVIY4009B	Control aircraft solely by reference to limited instrument panel	4
AVIY4011B	Control helicopter on the ground	4
AVIY4012B	Control helicopter in hovering flight	4
AVIY4013B	Taxi helicopter	4
AVIY4014B	Take off helicopter and approach to hover	4
AVIY4015B	Control helicopter in normal flight	4
AVIY4017B	Execute advanced helicopter manoeuvres and procedures	4
AVIY4018B	Manage abnormal and emergency helicopter flight situations	4

Code	Title	AQF
AVIY4019B	Operate helicopter at low level	4
AVIY5020A	Conduct full instrument panel manoeuvres	5
AVIY5021A	Conduct limited instrument panel manoeuvres	5
AVIY5022B	Manage traffic flow	5
AVIY5023A	Operate multi-engine fixed wing aeroplane	5
AVIY4024A	Operate aircraft in the traffic pattern at night	4
AVIY5025A	Perform an instrument arrival	5
AVIY5026A	Perform standard arrival route (STAR)	5
AVIY5027A	Perform instrument departure - non published procedure	5
AVIY5028A	Perform instrument departure - published procedure (SIDSRD)	5
AVIY5033A	Perform visual circling approach	5
AVIY5034A	Perform non-directional beacon (NDB) instrument approach	5
AVIY5035A	Perform VHF omni-directional radio range (VOR) instrument approach	5
AVIY5036A	Perform instrument landing system (ILS) instrument approach	5
AVIY5037A	Perform distance measuring equipment (DME)/global positioning system arrival	5
AVIY5038A	Perform global positioning system (GPS)/non-precision approach (NPA)	5
AVIY5048A	Provide approach control services	5
AVIY5049A	Provide area control services	5
AVIY5050A	Provide aerodrome control services	5
AVIY4051A	Conduct external load-lift operations	4
AVIY3052A	Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations	3
AVIY4053A	Perform aircrewman cockpit duties	4
AVIY4054A	Conduct hoisting operations	3

Code	Title	AQF
AVIY4055A	Conduct airborne extraction operations	4
AVIY4056A	Conduct airborne rappelling operations	4
AVIY4057A	Perform helicopter deck landing operations	4
AVIY4058A	Pilot a helicopter during external load operations	4
AVIY4059A	Pilot a helicopter during roping operations	4
AVIY4060A	Pilot a helicopter during winching operations	4
AVIY4061A	Perform aerobatic manoeuvres	4
AVIY4062A	Perform an aerobatic sequence	4
AVIY4063A	Perform close formation flight	4
AVIY4064A	Lead an aircraft formation flight	4
AVIY5065A	Operate a multi-engine helicopter	5
AVIY4066A	Control aircraft in advanced flight manoeuvres	4

Z Situation Awareness

AVIZ4001B	Manage situation awareness in aircraft flight	4
AVIZ1005B	Maintain basic situation awareness in the aviation workplace	1
AVIZ5049A	Manage situational awareness in the air traffic control environment	5

Table 4: Imported Units of Competency in AVI08 Version 3 Aviation Training Package

The AVI08 Version 3 Aviation Training Package has imported units of competency from the Business Services Training Package, Community Services Training Package, Health Training Package, Assessment Maintenance Training Package, Public Safety Training Package, Tourism, Hospitality and Events Training Package, Training and Assessment Training Package, Training and Education Training Package, and the Transport and Logistics Training Package. Please check the relevant Assessment Guidelines of the source Training Package by accessing the NTIS (or a physical copy) regarding any special conditions which may apply to the assessment of imported units of competency.

For up-to-date versions of the following units, refer to www.ntis.gov.au or the respective Industry Skills Councils:

- **Innovation and Business Industry Skills Council** – www.ibsa.org.au
- **Community Services & Health Industry Skills Council** – www.cshisc.com.au

- Service Industry Skills Council – www.serviceskills.com.au
- Construction and Property Services Industry Skills Council – www.cpsisc.com.au
- Government Skills Australia – www.governmentskills.com.au
- Transport and Logistics Industry Skills Council – www.tlisc.com.au

Code	Title
BSB07 Business Services Training Package	
BSBAUD402B	Participate in a quality audit
BSBCUS301A	Deliver and monitor a service to customers
BSBCMM301A	Process customer complaints
BSBCMM401A	Make a presentation
BSBFIM501A	Manage budgets and financial plans
BSBHRM402A	Recruit, select and induct staff
BSBLED401A	Develop teams and individuals
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
BSBMGT502A	Manage people performance
BSBMKG501B	Identify and evaluate marketing opportunities
BSBOHS407A	Monitor a safe workplace
BSBRKG502B	Manage and monitor business or records systems
BSBWOR301A	Organise personal work priorities and development
BSBWOR402A	Promote team effectiveness
BSBWOR502A	Ensure team effectiveness
BSBWRK509A	Manage industrial relations
CHC08 Community Services Training Package	
CHCCAR501B	Conduct career guidance interview
HLT07 Health Training Package	

Code	Title
HLTFA201A	Provide basic emergency life support
HLTFA301B	Apply first aid
HLTFA402B	Apply advanced first aid
HLTFA404A	Apply advanced resuscitation techniques

PRM04 Asset Maintenance Training Package

PRMCL04B	Maintain a carpeted floor
PRMCL17B	Clean a wet area
PRMCL37A	Clean external surfaces
PRMCL38A	Clean a food handling area

PUA00 Public Safety Training Package

PUAFIR209B	Work Safely around aircraft
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SIT07 Tourism, Hospitality and Events

SITXHRM008A	Manage workplace relations
SITTTSL007A	Receive and process reservations
SITTTSL010A	Control reservations or operations using a computerised system
SITTTSL014A	Construct promotional international airfares
SITTTSL009A	Process travel-related documentation
SITTTSL012A	Construct domestic airfares
SITTTSL013A	Construct normal international airfares
SITTTSL015A	Construct advanced international airfares

TAA04 Training and Assessment Training Package

TAAASS501B	Lead and coordinate assessment systems and services
TAACMQ501B	Develop training and/or assessment organisational policies & procedures

Code	Title
TAACMQ503B	Lead and conduct training and/or assessment evaluations
TAACMQ504B	Determine and manage scope of training and/or assessment services
TAACMQ505B	Lead a team to foster innovation
TAADEL503B	Provide advanced facilitation to support learning
TAADEL504B	Lead and coordinate training services
TAADES501B	Design and develop learning strategies
TAADES502B	Design and develop learning resources
TAAENV501B	Maintain and enhance professional practice
TAATAS502B	Prepare a tender bid
TAATAS503B	Manage contracted work
TAATAS504B	Facilitate group processes

TAE10 Training and Education Training Package

TAEASS401A	Plan assessment activities and processes
TAEASS402A	Assess competence
TAEASS403A	Participate in assessment validation
TAEASS502A	Design and develop assessment tools
TAEDEL301A	Provide work skill instruction
TAEDEL401A	Plan, organise and deliver group-based learning
TAEDEL402A	Plan, organise and facilitate learning in the workplace
TAEDES401A	Design and develop learning programs
TAEDES402A	Use training packages and accredited courses to meet client needs
TAELLN401A	Address adult language, literacy and numeracy skills
TAESUS501A	Analyse and apply sustainability skills to learning programs

TLI07 Transport and Logistics Training Package

Code	Title
TLIA107C	Secure cargo
TLIA207C	Maintain container/cargo records
TLIA507C	Check and evaluate records and documentation
TLIA807C	Transfer cargo
TLIA907E	Complete and check import/export documentation
TLIA1007C	Coordinate goods to bond premises
TLIA1107C	Package goods
TLIA1307C	Receive goods
TLIA1407C	Use product knowledge to complete work operations
TLIA1507C	Complete receipt/despatch documentation
TLIA1707C	Apply product knowledge to organise work operations
TLIA2007C	Replenish stock
TLIA2207C	Participate in stocktakes
TLIA2307C	Coordinate stocktakes
TLIA2507D	Regulate temperature controlled stock
TLIA3007C	Organise cargo for export
TLIA3107C	Consolidate freight
TLIA3207C	Organise transport of freight or goods
TLIA3307C	Organise international transport of freight
TLIB107C	Check and assess operational capabilities of equipment
TLIB207C	Test equipment and isolate faults
TLIB307C	Carry out vehicle servicing and maintenance
TLIB407C	Carry out vehicle inspection
TLIB707C	Carry out maintenance of trailers

Code	Title
TLIB807C	Carry out inspection of trailers
TLIB2407B	Clean transportation units and facilities for passenger use
TLIB2807B	Maintain and use hand tools
TLIB2907B	Use and maintain minor mechanical equipment
TLIB7307B	Clean road tankers
TLIC107C	Drive vehicle
TLIC307C	Drive medium rigid vehicle
TLIC407D	Drive heavy rigid vehicle
TLIC507D	Drive heavy combination vehicle
TLIC607C	Drive multi-combination vehicle
TLIC707C	Operate vehicle carrying special loads
TLIC807C	Drive coach/bus
TLID107C	Shift materials safely using manual handling methods
TLID207C	Shift a load using manually-operated equipment
TLID307E	Handle dangerous goods/hazardous substances
TLID407C	Load and unload goods/cargo
TLID1007C	Operate a forklift
TLID1307C	Move materials mechanically using automated equipment
TLID1507D	Identify and label explosives and dangerous goods
TLID1607D	Load and unload explosives and dangerous goods
TLID2007C	Care for livestock in transit
TLID2707C	Prepare for transport of packaged dangerous goods
TLIE107C	Present routine workplace information
TLIE207C	Estimate/calculate mass, area and quantify dimensions

Code	Title
TLIE307C	Participate in basic workplace communication
TLIE407C	Prepare workplace documents
TLIE507C	Carry out basic workplace calculations
TLIE607D	Collect, analyse and present workplace data and information
TLIE707B	Use communication systems
TLIE807C	Process workplace documentation
TLIE1207C	Consolidate manifest documentation
TLIE1307C	Apply workplace statistics
TLIE1407C	Compile and process export documentation
TLIE1807B	Maintain freight records
TLIF107C	Follow occupational health and safety procedures
TLIF207C	Conduct housekeeping activities
TLIF307C	Implement and monitor occupational health and safety procedures
TLIF607C	Apply accident-emergency procedures
TLIF707C	Implement and coordinate accident-emergency procedures
TLIF907C	Conduct cleaning operations in enclosed spaces
TLIF1007C	Apply fatigue management strategies
TLIF1207C	Apply safe procedures when handling/transporting dangerous goods or explosives
TLIF1407C	Develop and maintain a safe workplace
TLIF1807B	Operate fire-fighting equipment
TLIF6307A	Administer the implementation of fatigue management strategies
TLIF6407A	Manage fatigue management policy and procedures
TLIG107C	Work effectively with others

Code	Title
TLIG207C	Lead a work team or group
TLIG607C	Facilitate work teams
TLIG707B	Work in a socially diverse environment
TLII107D	Coordinate quality customer service
TLII207D	Apply customer service skills
TLII507C	Market services and products to clients
TLII907C	Provide on-board services to customers
TLIJ107C	Apply quality procedures
TLIJ207C	Apply quality systems
TLIJ707C	Conduct internal quality audits
TLIK107C	Use infotechnology devices and computer applications in the workplace
TLIK307C	Apply keyboard skills
TLIK707C	Perform electronic data interchange (EDI) to transmit shipping documentation
TLIL107C	Complete workplace orientation/induction procedures
TLIL307C	Conduct induction process
TLIL507D	Apply conflict/grievance resolution strategies
TLIL807C	Complete routine administrative tasks
TLIL907C	Manage personal work priorities and professional development
TLIL1007C	Assess and confirm customer transport requirements
TLIL3107B	Monitor and process attendance records
TLIL3207B	Implement equal employment equity strategies
TLIL3307B	Promote effective workplace practice

Code	Title
TLIL3607B	Develop rosters
TLIL3707B	Apply and amend rosters
TLILIC108A	Licence to operate a forklift truck
TLIO207D	Follow security procedures
TLIO707C	Undertake emergency response action to a security threat
TLIO1107C	Provide revenue protection measures
TLIO1207C	Manage disruptive and/or unlawful behaviour
TLIO1307C	Administer the security of assets and facilities
TLIO1607B	Apply and monitor workplace security procedures
TLIP107C	Develop plans to meet customer and organisation needs
TLIP207C	Facilitate and capitalise on change in the workplace
TLIP507C	Manage workplace information
TLIP707C	Contribute to the development of a workplace learning environment
TLIQ107D	Conduct financial transactions
TLIQ707C	Prepare and process financial documents
TLIQ1007B	Maintain customer credit accounts and services
TLIQ1207B	Sell products and services
TLIQ1307B	Advise on and construct fares for customers
TLIR107C	Monitor supplier performance
TLIR207C	Source goods/services and evaluate contractors
TLIR307C	Negotiate a contract
TLIT107C	Capture records into a records keeping system
TLIT207C	Document a records system
TLIT307C	Identify and classify records to be captured

Code	Title
TLIT407C	Maintain control of records
TLIT507C	Provide information from and about records
TLIU107B	Implement and monitor environmental protection policies and procedures
TLIU607B	Conduct environmental audits
TLIU707B	Care for the environment

Table 5: Mapping of AVI08 Version 3 Units of Competency to AVI08 Version 2 Units of Competency

This table shows the relationship between units of competency in the AVI08 Version 3 Training Package and units of competency in the AVI08 Version 2 Training Package.

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVIA3001B	Package dangerous goods for air transport	AVI3A108B	Package dangerous goods for air transport	Unit code updated	E
AVIB3001B	Inspect and report on an aerodrome	AVI3B108B	Inspect and report on an aerodrome	Unit code updated	E
AVIB3002B	Inspect and report on aerodrome lighting systems	AVI3B208B	Inspect and report on aerodrome lighting systems	Unit code updated	E
AVIB3003B	Inspect and report on the Obstacle Limitation Surfaces	AVI3B308B	Inspect and report on the Obstacle Limitation Surfaces	Unit code updated	E
AVIB3004B	Manage and carry out pre- and post-flight cabin checks	AVI3B408B	Manage and carry out pre- and post-flight cabin checks	Unit code updated	E
AVIC2001A	Drive on the airside	AVI2C108A	Drive on the airside	Unit code updated	E
AVIC4002A	Administer	AVI4C208A	Administer airside	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	airside driving		driving	updated	
AVID2001B	Accept dangerous goods for air transport	AVI2D108B	Accept dangerous goods for air transport	Unit code updated	E
		AVI2D208B	Load and secure aviation freight	Unit deleted	

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVID2003B	Prepare freight for flight	AVI2D308B	Prepare freight for flight	Unit code updated	E
AVID2004B	Conduct aviation freight weighing operations	AVI2D408B	Conduct aviation freight weighing operations	Unit code updated	E
AVID2005B	Accept freight for air transport	AVI2D508B	Accept freight for air transport	Unit code updated	E
AVID2006A	Load and secure aviation freight and baggage	AVI2D208B	Load and secure aviation freight	Unit replaced, outcomes no longer equivalent	N
AVID2007A	Unload aviation freight and baggage			New unit	
AVIE4001B	Maintain aircraft radio communications	AVI4E108B	Maintain aircraft radio communications	Unit code updated	E
AVIE5002B	Apply air traffic control communication procedures and services	AVI5E208B	Apply air traffic control communication procedures and services	Unit code updated	E
AVIE3003B	Complete a Notice to Airmen (NOTAM)	AVI3E308B	Complete a Notice to Airmen (NOTAM)	Unit code updated	E
AVIE3004B	Maintain radio communications as part of airport operations	AVI3E408B	Maintain radio communications as part of airport operations	Unit code updated	E
AVIF4001B	Manage human factors in aircraft flight	AVI4F108B	Manage human factors in aircraft flight	Unit code updated	E
AVIF5003B	Manage human performance and	AVI5F308B	Manage human performance and	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	team resources during air traffic control operations		team resources during air traffic control operations	updated	
AVIF3004B	Supervise the safety of aerodrome works and general access	AVI3F408B	Supervise the safety of aerodrome works and general access	Unit code updated	E
AVIF3005B	Maintain the safety of people and aircraft	AVI3F508B	Maintain the safety of people and aircraft	Unit code updated	E
AVIF3006B	Respond to abnormal and emergency situations within the aircraft	AVI3F608B	Respond to abnormal and emergency situations within the aircraft	Unit code updated	E
AVIF2007B	Implement regulations and policies during check-in procedures	AVI2F708B	Implement regulations and policies during check-in procedures	Unit code updated	E
AVIF4008A	Supervise cabin safety and security	AVI4F808A	Supervise cabin safety and security	Unit code updated	E
AVIF2010B	Implement regulations and policies during aircraft safety and service operations	AVI2F1008B	Implement regulations and policies during aircraft safety and service operations	Unit code updated	E
AVIF3011B	Apply relevant laws and regulations to the management of an aerodrome	AVI3F1108B	Apply relevant laws and regulations to the management of an aerodrome	Unit code updated	E
AVIF2012A	Monitor the	AVI2F1208A	Monitor the	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	transfer of hazardous materials		transfer of hazardous materials	updated	
AVIF5013A	Provide SAR alerting and emergency service	AVI5F1308A	Provide SAR alerting and emergency service	Unit code updated	E
AVIF2014A	Undertake aircraft underwater escape and survival	AVI2F1409A	Undertake aircraft underwater escape and survival	Unit code updated	E
AVIF2015A	Utilise emergency breathing system	AVI2F1509A	Utilise emergency breathing system	Unit code updated	E
AVIF3016A	Marshal aircraft	AVI3F1609A	Marshal aircraft	Unit code updated	E
AVIF2019A	Work in aircraft confined spaces			New unit	
AVIG5001B	Work professionally in an air traffic control workplace	AVI5G108B	Work professionally in an air traffic control workplace	Unit code updated	E
AVIH4001B	Navigate aircraft - VFR	AVI4H108B	Navigate aircraft - VFR	Unit code updated	E
AVIH3002B	Advise on major services and attractions at aviation destinations	AVI3H208B	Advise on major services and attractions at aviation destinations	Unit code updated	E
AVIH4012A	Plan a flight under Night Visual Flight Rules (NVFR)	AVI4H1208A	Plan a flight under Night Visual Flight Rules (NVFR)	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVIH4013A	Navigate aircraft - NVFR	AVI4H1308A	Navigate aircraft - NVFR	Unit code updated	E
AVIH5016A	Plan a flight under Instrument Flight Rules (IFR)	AVI5H1608A	Plan a flight under Instrument Flight Rules (IFR)	Unit code updated	E
AVIH5017A	Navigate aircraft –IFR	AVI5H1708A	Navigate aircraft –IFR	Unit code updated	E
AVII2001B	Provide customer service on an aircraft	AVI2I108B	Provide customer service on an aircraft	Unit code updated	E
AVII3002B	Carry out food preparation and service on an aircraft	AVI3I208B	Carry out food preparation and service on an aircraft	Unit code updated	E
AVII2003C	Carry out beverage service on an aircraft	AVI2I308B	Carry out beverage service on an aircraft	Unit revised, outcomes deemed equivalent	E
AVII2004B	Provide advice on cuisine on an aircraft	AVI2I408B	Provide advice on cuisine on an aircraft	Unit code updated	E
AVII3005B	Apply knowledge of the structure, products and services of the airline operator	AVI3I508B	Apply knowledge of the structure, products and services of the airline operator	Unit code updated	E
AVII2006B	Conduct in-flight retailing	AVI2I608B	Conduct in-flight retailing	Unit code updated	E
AVII2007B	Check in aircraft passengers	AVI2I708B	Check in aircraft passengers	Unit code updated	E
AVII2008B	Provide assistance to transit and	AVI2I808B	Provide assistance to transit and arriving	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	arriving passengers		passengers		
AVII2009B	Serve wine to aircraft passengers	AVI2I908B	Serve wine to aircraft passengers	Unit code updated	E
AVII3010B	Carry out aircraft business/first class meal and beverage service	AVI3I1008B	Carry out aircraft business/first class meal and beverage service	Unit code updated	E
AVII3011A	Provide quality customer service	AVI3I1108A	Provide quality customer service	Unit code updated	E
AVII4012B	Manage aircraft passengers and cargo	AVI4I1208B	Manage aircraft passengers and cargo	Unit code updated	E
AVII4013A	Supervise cabin operations	AVI4I1308A	Supervise cabin operations	Unit code updated	E
AVII2014B	Provide transport services to passengers with special needs	AVI2I1408B	Provide transport services to passengers with special needs	Unit code updated	E
AVII4015A	Monitor and enhance customer service excellence	AVI4I1508A	Monitor and enhance customer service excellence	Unit code updated	E
AVIJ2001B	Contribute to the achievement of on-time performance standards	AVI2J108B	Contribute to the achievement of on-time performance standards	Unit code updated	E
AVIJ4002B	Conduct quality control operations related to refuelling/defuelling aircraft	AVI4J208B	Conduct quality control operations related to refuelling/defuelling aircraft	Unit code updated	E
AVIL2001B	Manage a	AVI2L108B	Manage a	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	check-in queue		check-in queue	updated	
AVIL3002B	Complete aircraft despatch duties	AVI3L208B	Complete aircraft despatch duties	Unit code updated	E
AVIL3003B	Plan an aircraft load	AVI3L308B	Plan an aircraft load	Unit code updated	E
AVIL3004B	Assess pavement concessions	AVI3L408B	Assess pavement concessions	Unit code updated	E
AVIM5001A	Operate a simulator	AVI5M109A	Operate a simulator	Unit code updated	E
AVIM5002A	Conduct aeronautical knowledge training	AVI5M209A	Conduct aeronautical knowledge training	Unit code updated	E
AVIM5003A	Conduct flight training	AVI5M309A	Conduct flight training	Unit code updated	E
AVIM5004A	Facilitate training in a synthetic environment	AVI5M409A	Facilitate training in a synthetic environment	Unit code updated	E
AVIM5005A	Conduct training for the issue of an endorsement			New unit	
AVIM6006A	Deliver operational flight management training			New unit	
AVIM5007A	Conduct pre-assessment	AVI5N109A	Conduct pre-assessment	Recoded unit	E
AVIM5008A	Conduct flight review			New unit	
AVIN6003A	Manage flight training			New unit	
AVIO2001A	Use firearms on an aerodrome to	AVI2O108A	Use firearms on an aerodrome to	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	control wildlife hazards		control wildlife hazards	updated	
AVIO4003A	Implement airside access	AVI4O308A	Implement airside access	Unit code updated	E
AVIR3001B	Service customer airline contracts	AVI3R108B	Service customer airline contracts	Unit code updated	E
AVIW4001B	Manage pre- and post-flight actions	AVI4W108B	Manage pre- and post-flight actions	Unit code updated	E
AVIW2002B	Operate an aerobridge	AVI2W208B	Operate an aerobridge	Unit code updated	E
AVIW3003B	Operate aircraft embarkation and disembarkation equipment	AVI3W308B	Operate aircraft embarkation and disembarkation equipment	Unit code updated	E
AVIW3004B	Operate ramp equipment	AVI3W408B	Operate ramp equipment	Unit code updated	E
AVIW3005B	Operate aircraft push-out tug	AVI3W508B	Operate aircraft push-out tug	Unit code updated	E
AVIW3006B	Refuel aircraft	AVI3W608B	Refuel aircraft	Unit code updated	E
AVIW2008B	Conduct baggage handling operations	AVI2W808B	Conduct baggage handling operations	Unit code updated	E
AVIW2010B	Operate baggage tug	AVI2W1008B	Operate baggage tug	Unit code updated	E
AVIW3011B	Defuel aircraft	AVI3W1108B	Defuel aircraft	Unit code updated	E
AVIW5013B	Operate air traffic control equipment and workstations	AVI5W1308B	Operate air traffic control equipment and workstations	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVIW5018A	Operate and manage aircraft systems	AVI5W1808A	Operate and manage aircraft systems	Unit code updated	E
AVIW3021A	Coordinate aircraft ground operations	AVI3W2108A	Coordinate aircraft ground operations	Unit code updated	E
AVIW5022A	Coordinate the removal of disabled aircraft	AVI5W2208A	Coordinate the removal of disabled aircraft	Unit code updated	E
AVIW3023A	Implement wildlife hazard control measures	AVI3W2308A	Implement wildlife hazard control measures	Unit code updated	E
AVIW3024A	Perform wireman duties	AVI3W2408A	Perform wireman duties	Unit code updated	E
AVIW3025A	Complete aircraft/equipment pre- and post-flight actions	AVI3W2508A	Complete aircraft/equipment pre- and post-flight actions	Unit code updated	E
AVIW3026A	Conduct night aided vision aviation operations	AVI3W2608A	Conduct night aided vision aviation operations	Unit code updated	E
AVIW3027A	Deliver pyrotechnics and hand held stores	AVI3W2708A	Deliver pyrotechnics and hand held stores	Unit code updated	E
AVIW4028A	Manage aircraft sensor systems	AVI4W2808A	Manage aircraft sensor systems	Unit code updated	E
AVIW2029A	Operate aircraft refuelling nozzle	AVI2W2909A	Operate aircraft refuelling nozzle	Unit code updated	E
AVIW2030A	Be airborne extracted by suspended rope	AVI2W3009A	Be airborne extracted by suspended rope	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVIW2031A	Be airborne extracted using suspended extraction equipment	AVI2W3109A	Be airborne extracted using suspended extraction equipment	Unit code updated	E
AVIW2032A	Fast rope from a helicopter	AVI2W3209A	Fast rope from a helicopter	Unit code updated	E
AVIW2033A	Rappel from a helicopter	AVI2W3309A	Rappel from a helicopter	Unit code updated	E
AVIW4034A	Supervise aircraft refuelling	AVI4W3409A	Supervise aircraft refuelling	Unit code updated	E
AVIY4001B	Control aeroplane on the ground	AVI4Y108B	Control aeroplane on the ground	Unit code updated	E
AVIY4002B	Take off aeroplane	AVI4Y208B	Take off aeroplane	Unit code updated	E
AVIY4003B	Control aeroplane in normal flight	AVI4Y308B	Control aeroplane in normal flight	Unit code updated	E
AVIY4004B	Land aeroplane	AVI4Y408B	Land aeroplane	Unit code updated	E
AVIY4005B	Execute advanced aeroplane manoeuvres and procedures	AVI4Y508B	Execute advanced aeroplane manoeuvres and procedures	Unit code updated	E
AVIY4006B	Manage abnormal aeroplane flight situations	AVI4Y608B	Manage abnormal aeroplane flight situations	Unit code updated	E
AVIY4007B	Manage aircraft fuel	AVI4Y708B	Manage aircraft fuel	Unit code updated	E
AVIY4008B	Control aircraft solely by reference to full	AVI4Y808B	Control aircraft solely by reference to full	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	instrument panel		instrument panel		
AVIY4009B	Control aircraft solely by reference to limited instrument panel	AVI4Y908B	Control aircraft solely by reference to limited instrument panel	Unit code updated	E
AVIY4011B	Control helicopter on the ground	AVI4Y1108B	Control helicopter on the ground	Unit code updated	E
AVIY4012B	Control helicopter in hovering flight	AVI4Y1208B	Control helicopter in hovering flight	Unit code updated	E
AVIY4013B	Taxi helicopter	AVI4Y1308B	Taxi helicopter	Unit code updated	E
AVIY4014B	Take off helicopter and approach to hover	AVI4Y1408B	Take off helicopter and approach to hover	Unit code updated	E
AVIY4015B	Control helicopter in normal flight	AVI4Y1508B	Control helicopter in normal flight	Unit code updated	E
AVIY4017B	Execute advanced helicopter manoeuvres and procedures	AVI4Y1708B	Execute advanced helicopter manoeuvres and procedures	Unit code updated	E
AVIY4018B	Manage abnormal and emergency helicopter flight situations	AVI4Y1808B	Manage abnormal and emergency helicopter flight situations	Unit code updated	E
AVIY4019B	Operate helicopter at low level	AVI4Y1908B	Operate helicopter at low level	Unit code updated	E
AVIY5020A	Conduct full instrument panel	AVI5Y2008A	Conduct full instrument panel	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	manoeuvres		manoeuvres		
AVIY5021A	Conduct limited instrument panel manoeuvres	AVI5Y2108A	Conduct limited instrument panel manoeuvres	Unit code updated	E
AVIY5022B	Manage traffic flow	AVI5Y2208B	Manage traffic flow	Unit code updated	E
AVIY5023A	Operate multi-engine fixed wing aeroplane	AVI5Y2308A	Operate multi-engine fixed wing aeroplane	Unit code updated	E
AVIY4024A	Operate aircraft in the traffic pattern at night	AVI4Y2408A	Operate aircraft in the traffic pattern at night	Unit code updated	E
AVIY5025A	Perform an instrument arrival	AVI5Y2508A	Perform an instrument arrival	Unit code updated	E
AVIY5026A	Perform standard arrival route (STAR)	AVI5Y2608A	Perform standard arrival route (STAR)	Unit code updated	E
AVIY5027A	Perform instrument departure - non published procedure	AVI5Y2708A	Perform instrument departure - non published procedure	Unit code updated	E
AVIY5028A	Perform instrument departure - published procedure (SIDSRD)	AVI5Y2808A	Perform instrument departure - published procedure (SIDSRD)	Unit code updated	E
AVIY5033A	Perform visual circling approach	AVI5Y3308A	Perform visual circling approach	Unit code updated	E
AVIY5034A	Perform non-directional beacon (NDB) instrument	AVI5Y3408A	Perform non-directional beacon (NDB) instrument	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	approach		approach		
AVIY5035A	Perform VHF omni-directional radio range (VOR) instrument approach	AVI5Y3508A	Perform VHF omni-directional radio range (VOR) instrument approach	Unit code updated	E
AVIY5036A	Perform instrument landing system (ILS) instrument approach	AVI5Y3608A	Perform instrument landing system (ILS) instrument approach	Unit code updated	E
AVIY5037A	Perform distance measuring equipment (DME)/global positioning system arrival	AVI5Y3708A	Perform distance measuring equipment (DME)/global positioning system arrival	Unit code updated	E
AVIY5038A	Perform global positioning system (GPS)/non-precision approach (NPA)	AVI5Y3808A	Perform global positioning system (GPS)/non-precision approach (NPA)	Unit code updated	E
AVIY5048A	Provide approach control services	AVI5Y4808A	Provide approach control services	Unit code updated	E
AVIY5049A	Provide area control services	AVI5Y4908A	Provide area control services	Unit code updated	E
AVIY5050A	Provide aerodrome control services	AVI5Y5008A	Provide aerodrome control services	Unit code updated	E
AVIY4051A	Conduct external load-lift operations	AVI4Y5108A	Conduct external load-lift operations	Unit code updated	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
AVIY3052A	Conduct Helicopter Landing Site and unprepared Helicopter Landing Site operations	AVI3Y5208A	Conduct Helicopter Landing Site and unprepared Helicopter Landing Site operations	Minor editing change – text correction	E
AVIY4053A	Perform aircrewman cockpit duties	AVI4Y5308A	Perform aircrewman cockpit duties	Unit code updated	E
AVIY4054A	Conduct hoisting operations	AVI4Y5408A	Conduct hoisting operations	Unit code updated	E
AVIY4055A	Conduct airborne extraction operations	AVI4Y5509A	Conduct airborne extraction operations	Unit code updated	E
AVIY4056A	Conduct airborne rappelling operations	AVI4Y5609A	Conduct airborne rappelling operations	Unit code updated	E
AVIY4057A	Perform helicopter deck landing operations	AVI4Y5709A	Perform helicopter deck landing operations	Unit code updated	E
AVIY4058A	Pilot a helicopter during external load operations	AVI4Y5809A	Pilot a helicopter during external load operations	Unit code updated	E
AVIY4059A	Pilot a helicopter during roping operations	AVI4Y5909A	Pilot a helicopter during roping operations	Unit code updated	E
AVIY4060A	Pilot a helicopter during winching operations	AVI4Y6009A	Pilot a helicopter during winching operations	Unit code updated	E
AVIY4061A	Perform aerobatic manoeuvres	AVI4Y6109A	Perform aerobatic manoeuvres	Unit code updated	E
AVIY4062A	Perform an aerobatic	AVI4Y6209A	Perform an aerobatic	Unit code	E

AVI08 Version 3		AVI08 Version 2		Comments	E/N
Code	Title	Code	Title		E
	sequence		sequence	updated	
AVIY4063A	Perform close formation flight	AVI4Y6309A	Perform close formation flight	Unit code updated	E
AVIY4064A	Lead an aircraft formation flight	AVI4Y6409A	Lead an aircraft formation flight	Unit code updated	E
AVIY5065A	Operate a multi-engine helicopter	AVI5Y6509A	Operate a multi-engine helicopter	Unit code updated	E
AVIY4066A	Control aircraft in advanced flight manoeuvres	AVI4Y6609A	Control aircraft in advanced flight manoeuvres	Unit code updated	E
AVIZ4001B	Manage situation awareness in aircraft flight	AVI4Z108B	Manage situation awareness in aircraft flight	Unit code updated	E
AVIZ1005B	Maintain basic situation awareness in the aviation workplace	AVI1Z508B	Maintain basic situation awareness in the aviation workplace	Unit code updated	E
AVIZ5049A	Manage situational awareness in the air traffic control environment	AVI5Z4908A	Manage situational awareness in the air traffic control environment	Unit code updated	E

Table 6: Mapping of AVI08 Version 3 Qualifications to AVI08 Version 2 Qualifications

This table shows the relationship between qualifications in the AVI08 Version 2 Aviation Training Package and the qualifications in the AVI08 Version 3 Aviation Training Package.

Qualification code in AVI08 (V3)	Relationship	E/N	Comment in relation to AVI08 (V2) Aviation Training Package
AVI30510 Certificate III in Aviation (Rescue Crewman)	Revised qualification	E	This qualification has been restructured to enable selection of elective units and to reflect National Quality Council changes to qualification packaging rules

Qualification code in AVI08 (V3)	Relationship	E/N	Comment in relation to AVI08 (V2) Aviation Training Package
AVI40610 Certificate IV in Aviation (Aircrewman)	Revised qualification	E	This qualification has been restructured to reflect National Quality Council changes to qualification packaging rules
AVI50510 Diploma of Aviation (Flight Instructor)	New qualification		This is a new qualification in the Training Package
AVI60110 Advanced Diploma of Aviation (Flight Instruction)	New qualification		This is a new qualification in the Training Package

Overview of Training Packages

Overview of Training Packages

What is a Training Package?

A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

Each Training Package:

- provides a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies
- encourages the development and delivery of flexible training which suits individual and industry requirements
- encourages learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

How do Training Packages fit within the National Skills Framework?

The National Skills Framework applies nationally, is endorsed by the Ministerial Council for Vocational and Technical Education, and comprises the Australian Quality Training Framework 2007 (AQTF 2007), and Training Packages endorsed by the National Quality Council (NQC).

How are Training Packages developed?

Training Packages are developed by Industry Skills Councils or enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement of Training Packages, developers must provide evidence of extensive research, consultation and support within the industry area or enterprise.

How do Training Packages encourage flexibility?

Training Packages describe the skills and knowledge needed to perform effectively in the workplace without prescribing how people should be trained.

Training Packages acknowledge that people can achieve vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the units of competency, and even gain a qualification, without completing a formal training program.

With Training Packages, assessment and training may be conducted at the workplace, off-the-job, at a training organisation, during regular work, or through work experience, work placement, work simulation or any combination of these.

Who can deliver and assess using Training Packages?

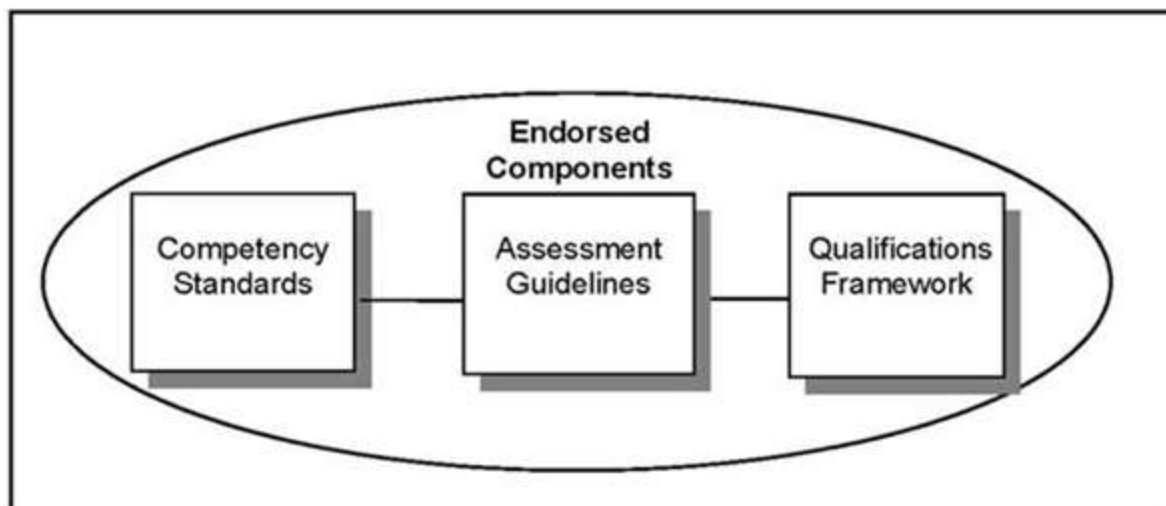
Training and assessment using Training Packages must be conducted by a Registered Training Organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO, as specified in the AQTF 2007.

Training Package Components

Training Packages are made up of mandatory components endorsed by the NQC, and optional support materials.

Training Package Endorsed Components

The nationally endorsed components include the Competency Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.



Competency Standards

Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Assessment Guidelines

The Assessment Guidelines provide an industry framework to ensure all assessments meet industry needs and nationally agreed standards as expressed in the Training Package and the AQTF 2007. The Assessment Guidelines must be followed to ensure the integrity of assessment leading to nationally recognised qualifications.

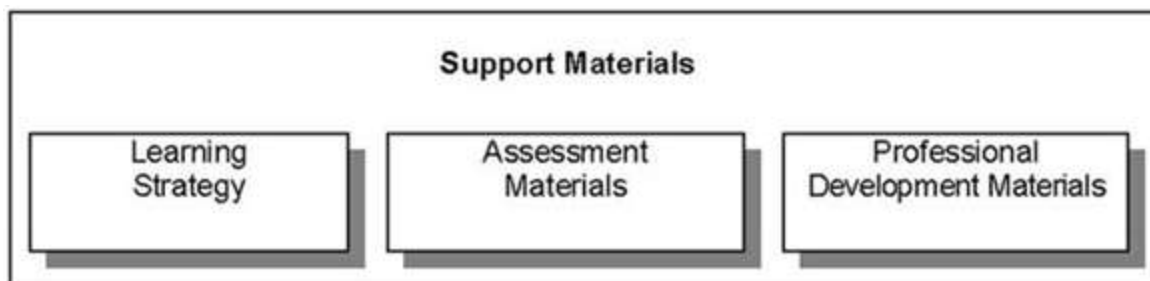
Qualifications Framework

Each Training Package provides details of those units of competency that must be achieved to award AQF qualifications. The rules around which units of competency can be combined to make up a valid AQF qualification in the Training Package are referred to as the 'packaging rules'. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

Training Package Support Materials

The endorsed components of Training Packages are complemented and supported by optional support materials that provide for choice in the design of training and assessment to meet the needs of industry and learners.

Training Package support materials can relate to single or multiple units of competency, an industry sector, a qualification or the whole Training Package. They tend to fall into one or more of the categories illustrated below.



Training Package support materials are produced by a range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and Government agencies.

Where such materials have been quality assured through a process of 'noting' by the NQC, they display the following official logo. Noted support materials are listed on the National Training Information Service (NTIS), together with a detailed description and information on the type of product and its availability <www.ntis.gov.au>



It is not compulsory to submit support materials for noting; any resources that meet the requirements of the Training Package can be used.

Training Package, Qualification and Unit of Competency Codes

There are agreed conventions for the national codes used for Training Packages and their components. Always use the correct codes, exactly as they appear in the Training Package, **and with the code always before the title.**

Training Package Codes

Each Training Package has a unique five-character national code assigned when the Training Package is endorsed, for example XYZ08. The first three characters are letters identifying the Training Package industry coverage and the last two characters are numbers identifying the year of endorsement.

Qualification Codes

Within each Training Package, each qualification has a unique eight-character code, for example XYZ10108. Qualification codes are developed as follows:

- the first three letters identify the Training Package
- the first number identifies the qualification level (noting that, in the qualification titles themselves, arabic numbers are **not** used)
- the next two numbers identify the position in the sequence of the qualification at that level
- the last two numbers identify the year in which the qualification was endorsed. (Where qualifications are added after the initial Training Package endorsement, the last two numbers may differ from other Training Package qualifications as they identify the year in which those particular qualifications were endorsed.)

Unit of Competency Codes

Within each Training Package, each unit of competency has a unique code. Unit of competency codes are assigned when the Training Package is endorsed, or when new units of competency are added to an existing endorsed Training Package. Unit codes are developed as follows:

- a typical code is made up of 12 characters, normally a mixture of uppercase letters and numbers, as in AVIA3001B
- the first three characters signify the Training Package – Aviation Training Package AVI08 – in the above example and up to eight characters, relating to an industry sector, function or skill area, follow
- the last character is always a letter and identifies the unit of competency version. An ‘A’ at the end of the code indicates that this is the original unit of competency. ‘B’, or another incremented version identifier means that minor changes have been made. Typically this would mean that wording has changed in the range statement or evidence guide, providing clearer intent

- where changes are made that alter the outcome, a new code is assigned and the title is changed.

Training Package, Qualification and Unit of Competency Titles

There are agreed conventions for titling Training Packages and their components. Always use the correct titles, exactly as they appear in the Training Package, and with the code always placed before the title.

Training Package Titles

The title of each endorsed Training Package is unique and relates the Training Packages broad industry coverage.

Qualification Titles

The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- first, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Vocational Graduate Certificate, or Vocational Graduate Diploma
- this is followed by the words 'in' for Certificates I to IV, and 'of' for Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma
- then, the industry descriptor, for example Telecommunications
- then, if applicable, the occupational or functional stream in brackets, for example (Computer Systems).

For example:

- AVI20208 Certificate II in Aviation (Flight Operations)
- AVI30408 Certificate III in Aviation (Ground Operations and Service).

Unit of Competency Titles

Each unit of competency title is unique. Unit of competency titles describe the competency outcome concisely, and are written in sentence case.

For example:

- AVIA3001B Package dangerous goods for air transport
- AVIB3001B Inspect and report on an aerodrome.

Qualifications Framework

Qualifications Framework

The Australian Qualifications Framework

What is the Australian Qualifications Framework?

A brief overview of the Australian Qualifications Framework (AQF) follows. For a full explanation of the AQF, see the *AQF Implementation Handbook*. The 2007 version of the *AQF Implementation Handbook* is expected to be available on the Australian Qualifications Framework Advisory Board (AQFAB) website <www.aqf.edu.au> during September 2007, and in print in October 2007 (obtain the hard copy by contacting AQFAB on phone 03 9639 1606 or email at aqfab@curriculum.edu.au).

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Qualifications

Training Packages can incorporate the following eight AQF qualifications.

- Certificate I in ...
- Certificate II in ...
- Certificate III in ...
- Certificate IV in ...
- Diploma of ...
- Advanced Diploma of ...
- Vocational Graduate Certificate of ...
- Vocational Graduate Diploma of ...

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *AQF Implementation Handbook* and the *AQTF 2007 Essential Standards for Registration*.

Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s). Issuance of Statements of Attainment must comply with the advice provided in the current *AQF Implementation Handbook* and the *AQTF 2007 Essential Standards for Registration*.

Under the AQTF 2007, RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

AQF Guidelines and Learning Outcomes

The *AQF Implementation Handbook* provides a comprehensive guideline for each AQF qualification. A summary of the learning outcome characteristics and their distinguishing features for each VET related AQF qualification is provided below.

Certificate I

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate knowledge by recall in a narrow range of areas;
- demonstrate basic practical skills, such as the use of relevant tools;
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.

Certificate II

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate basic operational knowledge in a moderate range of areas;
- apply a defined range of skills;
- apply known solutions to a limited range of predictable problems;
- perform a range of tasks where choice between a limited range of options is required;
- assess and record information from varied sources;
- take limited responsibility for own outputs in work and learning.

Certificate III*Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement
- take responsibility for own outputs in work and learning
- take limited responsibility for the output of others.

Certificate IV*Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. Applications involve responsibility for, and limited organisation of, others.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.

Diploma

Characteristics of Learning Outcomes

Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and co-ordination.

The self directed application of knowledge and skills, with substantial depth in some areas where judgment is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team co-ordination may be involved.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information, using it to forecast for planning or research purposes
- take responsibility for own outputs in relation to broad quantity and quality parameters
- take some responsibility for the achievement of group outcomes.

Advanced Diploma

Characteristics of Learning Outcomes

Breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including

development of new criteria or applications or knowledge or procedures.

The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.

Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- generate ideas through the analysis of information and concepts at an abstract level
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for personal and group outcomes within broad parameters.

Vocational Graduate Certificate

Characteristics of Competencies or Learning Outcomes

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth and complexity involving the initiation, analysis, design, planning, execution and evaluation of technical and management functions in highly varied and highly specialised contexts.
- Applications involve making significant, high-level, independent judgements in major broad or planning, design, operational, technical and management functions in highly varied and specialised contexts. They may include responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

Distinguishing features of learning outcomes

- Demonstrate the self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major broad or technical and management functions in highly varied and highly specialised contexts.
- Generate and evaluate ideas through the analysis of information and concepts at an

abstract level.

- Demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills in complex contexts.
- Demonstrate responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.

Vocational Graduate Diploma

Characteristics of Competencies or Learning Outcomes

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth, depth and complexity involving the initiation, analysis, design, planning, execution and evaluation of major functions, both broad and highly specialised, in highly varied and highly specialised contexts.
- Further specialisation within a systematic and coherent body of knowledge.
- Applications involve making high-level, fully independent, complex judgements in broad planning, design, operational, technical and management functions in highly varied and highly specialised contexts. They may include full responsibility and accountability for all aspects of work and functions of others, including planning, budgeting and strategy development.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

Distinguishing features of learning outcomes

- Demonstrate the self-directed development and achievement of broad and highly specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major functions, both broad and within highly varied and highly specialised contexts.
- Generate and evaluate complex ideas through the analysis of information and concepts at an abstract level.
- Demonstrate an expert command of wide-ranging, highly specialised, technical, creative or conceptual skills in complex and highly specialised or varied contexts.
- Demonstrate full responsibility and accountability for personal outputs.
- Demonstrate full responsibility and accountability for all aspects of the work or functions of others, including planning, budgeting and strategy.

Assessment Guidelines

Assessment Guidelines

Introduction

These Assessment Guidelines provide the endorsed framework for assessment of units of competency in this Training Package. They are designed to ensure that assessment is consistent with the AQTF 2007. Assessments against the units of competency in this Training Package must be carried out in accordance with these Assessment Guidelines.

Assessment System Overview

This section provides an overview of the requirements for assessment when using this Training Package, including a summary of the AQTF 2007 requirements; licensing/registration requirements; and assessment pathways.

Benchmarks for Assessment

Assessment within the National Skills Framework is the process of collecting evidence and making judgments about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

In the areas of work covered by this Training Package, the endorsed units of competency are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs).

Australian Quality Training Framework Assessment Requirements

Assessment leading to nationally recognised AQF qualifications and Statements of Attainment in the vocational education and training sector must meet the requirements of the AQTF as expressed in the AQTF 2007 *Essential Standards for Registration*.

The AQTF 2007 *Essential Standards for Registration* can be downloaded from <www.training.com.au/aqtf2007>. The following points summarise assessment requirements.

Registration of Training Organisations

Assessment must be conducted by, or on behalf of, an RTO formally registered by a State or Territory Registering/Course Accrediting Body in accordance with the AQTF 2007 *Essential Standards for Registration*. The RTO must have the specific units of competency and/or AQF qualifications on its scope of registration.

Quality Training and Assessment

Each RTO must provide quality training and assessment across all its operations. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessor Competency Requirements

Each person involved in training, assessment or client service must be competent for the functions they perform. See the AQTF 2007 *Essential Standards for Registration*, Standard 1, for assessor (and trainer) competency requirements.

Assessment Requirements

The RTOs assessments, including RPL, must meet the requirements of the relevant endorsed Training Package. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessment Strategies

Each RTO must have strategies for training and assessment that meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

National Recognition

Each RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO. See the AQTF 2007 *Essential Standards for Registration*, Condition of Registration 7: Recognition of qualifications issued by other RTOs.

Access and Equity and Client Outcomes

Each RTO must adhere to the principles of access and equity and maximise outcomes for its clients. See the AQTF 2007 *Essential Standards for Registration*, Standard 2.

Monitoring Assessments

Training and/or assessment provided on behalf of the RTO must be monitored to ensure that it is in accordance with all aspects of the Essential Standards for Registration. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Recording Assessment Outcomes

Each RTO must manage records to ensure their accuracy and integrity. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Issuing AQF Qualifications and Statements of Attainment

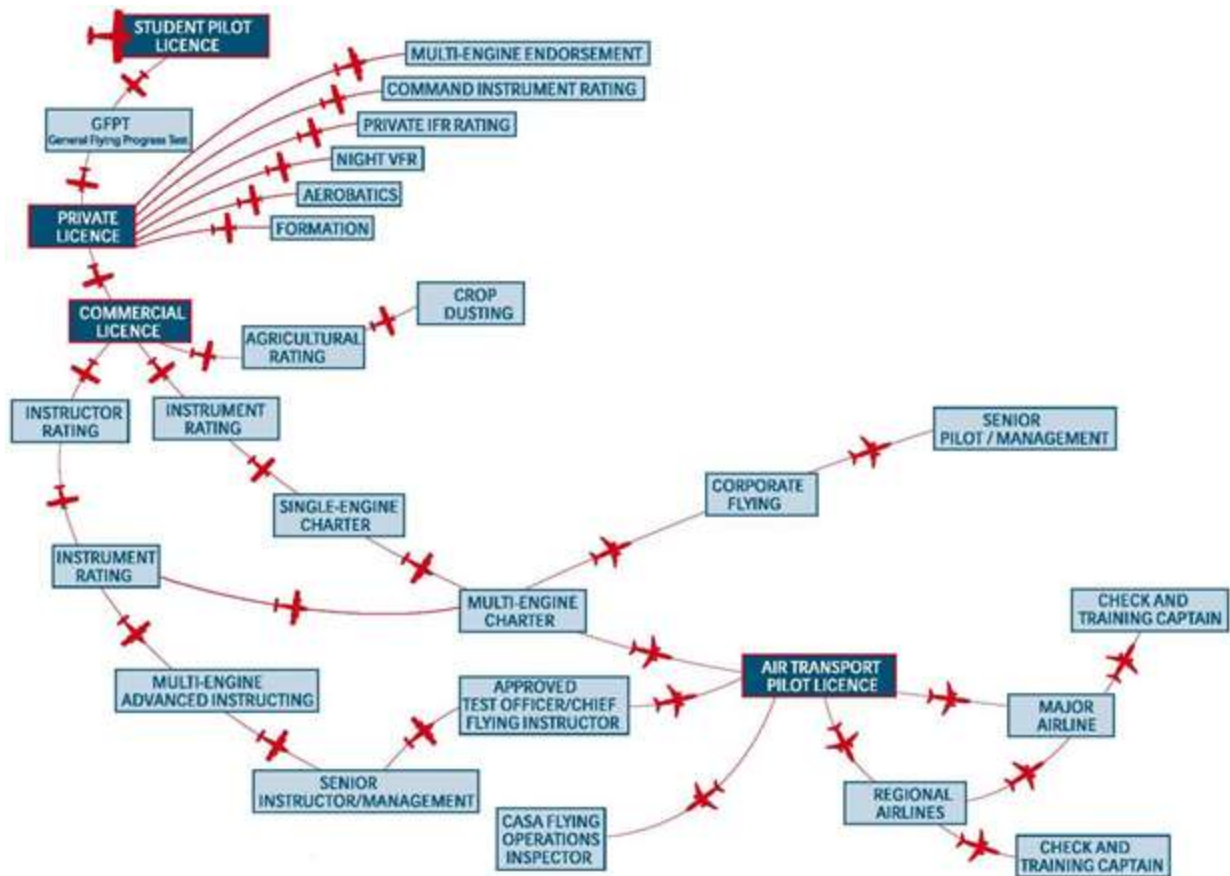
Each RTO must issue AQF qualifications and Statements of Attainment that meet the requirements of the current AQF Implementation Handbook and the endorsed Training Packages within the scope of its registration. An AQF qualification is issued once the full requirements for a qualification, as specified in the nationally endorsed Training Package are met. A Statement of Attainment is issued when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s). See the AQTF 2007 and the 2007 edition of the AQF Implementation Handbook—available on the AQFAB website <www.aqf.edu.au>.

Licensing/Registration Requirements

This section provides information on licensing/registration requirements for this Training Package, with the following important disclaimer.

Licensing and registration requirements that apply to specific industries, and vocational education and training, vary between each state and territory, and can regularly change. The developers of this Training Package, and DEEWR, consider that the licensing/registration requirements described apply to RTOs, assessors or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DEEWR cannot guarantee that the list is definitive or accurate at the time of reading; the information in this section is provided in good faith on that basis. Contact the relevant State or Territory Department(s) of the Civil Aviation Safety Authority (CASA) to check if the licensing/registration requirements described still apply, and to check if there are any others with which you must comply. For further information contact www.casa.gov.au

Civil Aviation Pilot Career Path Licensing & Endorsements



Requirements for Assessors

In order to conduct assessment for statutory licensing or other industry registration requirements, assessors must meet the requirements outlined as follows, in addition to the AQTF requirements.

CASA Regional Offices



*Northern region***Contacts**

CASA (local call cost) 131 757
2 Fenton Court Darwin Airport, Marrara NT 0812
T: 08 8943 2999 F: 08 8943 2986 E: nt@casa.gov.au
GPO Box 2005 Canberra ACT 2601

Townsville site

1 Coral Sea Drive, Townsville Airport, Garbutt QLD 4814
F: 07 4750 2699 E: northqld@casa.gov.au
GPO Box 2005 Canberra ACT 2601

Cairns site

78 Mick Borzi Drive, Cairns Airport QLD 4870
F: 07 4042 3600 E: northqld@casa.gov.au
GPO Box 2005 Canberra ACT 2601

Eastern region

The regional office is located at Hendra in Brisbane, with a sub office at Tamworth airport. It is responsible for all general aviation operations in:

- Queensland excluding the half north of Rockhampton and Longreach
- New South Wales north east corner including Tamworth, Armidale and Bourke, and the coast from Forster north

Contacts

CASA (local call cost) 131 757
Peter John T: 07 3144 7500 F: 07 3632 4050
Helen Savill, Personal Assistant T: 07 3144 7501 F: 07 3632 4050
12–14 The Circuit, 1 Airport Drive Brisbane 4007
E: southqld@casa.gov.au

Tamworth site

Cnr Rentell Street & Basil Brown Drive
Tamworth Airport NSW 2340
F: 02 6755 2240 E: southqld@casa.gov.au
GPO Box 2005 Canberra ACT 2601

Sydney region

The regional office is located at Bankstown Airport, with a sub office in Canberra. It is responsible for all general aviation operations in New South Wales excluding:

- West of 143°E around Broken Hill
- North east corner around Tamworth, Armidale and Bourke, and the coast from Forster north
- South of the Murray around Deniliquin and Albury
-

Contacts

CASA (local call cost) 131 757

Roger Weeks, Area Manager

T: 02 9780 3050

Greg Worthington, Team Leader – Flying Operations (Acting)

T: 02 9780 3001

Paul Simpson, Team Leader – Airworthiness

T: 02 9780 3027

Note: All mail must be addressed to the postal address, as Australia Post will not deliver to individual buildings on Bankstown Airport.

Building 628 Airport Avenue, Bankstown Airport

F: 02 9780 3072 E: sydneybasin@casa.gov.au

GPO Box 2005 Canberra ACT 2601

Canberra office

16 Furzer Street, Phillip ACT 2606

F: 02 9780 3072 E: sydneybasin@casa.gov.au

Contact

CASA (local call cost) 131 757

Terry Farquharson, Executive Manager

T: 08 9366 2800

Southern Region

The regional office is responsible for carrying out CASA's core compliance and related functions and encouraging industry as applicable to the general aviation segment of the aviation industry, including maintenance organisations.

The regional office is located at Moorabbin Airport. It is responsible for all General Aviation operations in:

- Victoria excluding the north western corner around the towns of Nhil and Mildura
- New South Wales north of the Murray around Deniliquin and Albury
- Tasmania

Contacts

CASA (local call cost) 131 757

Owen Richards, Manager Flying Operations

T: 03 9518 2750

David Farquharson, Team Leader Flying Operations

T: 131 757 (local call cost)

Philippe Deville Administrator
cost)

T: 131 757 (local call cost)

19 Second Avenue, Moorabbin Airport, Mentone VIC 3194

F: 03 9518 2793 E: southernregion@casa.gov.au

GPO Box 2005 Canberra ACT 2601

Western Region

The regional office is located at Perth airport, with a sub office at Adelaide airport. It is responsible for all general aviation operations in:

- West Australia excluding the north east corner around the Kimberley
- South Australia
- Northern Territory: south of the Tropic of Capricorn (includes Alice Springs)

- New South Wales east to 143°E around Broken Hill
- Victoria north east corner including Nhil and Mildura

Contact

CASA (local call cost) 131 757

Des Byfield Regional Manager

T: 08 9366 2800

Perth office

John Dolby, Flying operations team leader

T: 08 9366 2854

Graham Hall, Senior Airworthiness Inspector

T: 08 9366 2892

130 Fauntleroy Ave, Perth Airport WA 6104

F: 08 9366 2810 E: west@casa.gov.au

GPO Box 2005 Canberra ACT 2601

Adelaide office

Stephen Guerin, Flying Operations Inspector

T: 08 8422 2926

John Crocker, Airworthiness Team Leader

T: 08 8422 2910

4 Kel Barclay Avenue, Adelaide Airport SA 5950

F: 08 8422 2900 E: central@casa.gov.au

GPO Box 2005 Canberra ACT 2601

Licensing requirements in High Risk Licensing Work

In order to deliver the qualifications contained in this Training Package, assessors delivering qualifications requiring High Risk Licensing Work units from this Training Package or from other Training Packages should have the following minimum competency, recognition and experience:

- formal recognition of competency at least to the level being assessed
- relevant industry experience, that is, workplace experience within the last two years in the competency area being delivered
- relevant occupational registration or licensing in areas where this is a regulatory requirement to practise in the jurisdiction where the qualification is being assessed.

A number of occupations and job roles covered by the units of competency and qualifications in the AVI08 (Version 3) Training Package may be subject to state and territory licensing requirements.

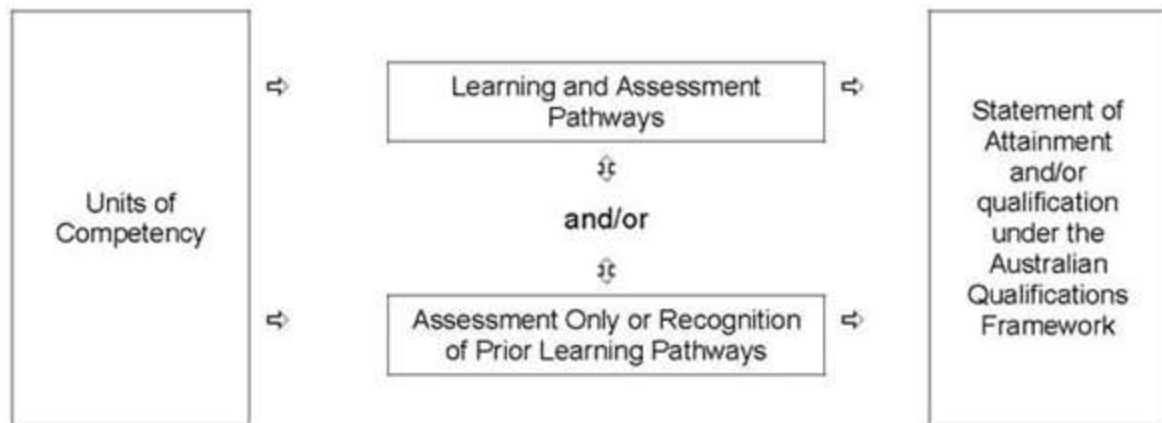
These requirements vary significantly across jurisdictions. There is however one specific unit of competency – namely *TLILIC108A Licence to operate a forklift truck* – which has been agreed by all OH&S regulators and the Australian Safety and Compensation Council (ASCC) as meeting certain licensing categories.

Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each of these assessment pathways leads to full recognition of competencies held - the critical issue is that the candidate is competent, not how the competency was acquired.

Assessment, by any pathway, must comply with the assessment requirements set out in the Assessment Guidelines of the Training Package and the AQTF 2007.

Learning and Assessment Pathways

Usually, learning and assessment are integrated, with assessment evidence being collected and feedback provided to the candidate at anytime throughout the learning and assessment process.

Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs. Structured learning and assessment programs could be: group-based, work-based, project-based, self-paced, action learning-based; conducted by distance or e-learning; and/or involve practice and experience in the workplace.

Learning and assessment pathways to suit Australian Apprenticeships have a mix of formal structured training and structured workplace experience with formative assessment activities through which candidates can acquire and demonstrate skills and knowledge from the relevant units of competency.

Assessment-Only or Recognition of Prior Learning Pathway

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were achieved.

In an assessment-only or Recognition of Prior Learning (RPL) pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of the AQTF 2007 must be met (Standard 1).

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the endorsed unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. In judging evidence, the assessor must ensure that the evidence of prior learning is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the relevant endorsed unit of competency)
- reliable (shows that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency), and
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

The assessment only or recognition of prior learning pathway is likely to be most appropriate in the following scenarios:

- candidates enrolling in qualifications who want recognition for prior learning or current competencies
- existing workers
- individuals with overseas qualifications
- recent migrants with established work histories
- people returning to the workplace, and
- people with disabilities or injuries requiring a change in career.
-

Combination of Pathways

Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.

In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

Assessor Requirements

This section identifies the mandatory competencies for assessors, and clarifies how others may contribute to the assessment process where one person alone does not hold all the required competencies.

Assessor Competencies

The AQTF 2007 specifies mandatory competency requirements for assessors. For information, Standard 1, Element 1.4 from the AQTF 2007 *Essential Standards for Registration* follows:

- "1.4 Training and assessment is delivered by trainers and assessors who:*
- a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors*
 - b) have the relevant vocational competencies at least to the level being delivered or assessed*
 - c) continue developing their vocational and training and assessment competencies to support continuous improvements in the delivery of the RTO's services."*

Designing Assessment Tools

This section provides an overview on the use and development of assessment tools.

Use of Assessment Tools

Assessment tools provide a means of collecting the evidence that assessors use in making judgments about whether candidates have achieved competency.

There is no set format or process for the design, production or development of assessment tools. Assessors may use prepared assessment tools, such as those specifically developed to support this Training Package, or they may develop their own.

Using Prepared Assessment Tools

If using prepared assessment tools, assessors should ensure these are benchmarked, or mapped, against the current version of the relevant unit of competency. This can be done by checking that the materials are listed on the National Training Information Service <www.ntis.gov.au>. Materials on the list have been noted by the National Quality Council as meeting their quality criteria for Training Package support materials.

Developing Assessment Tools

When developing assessment tools, assessors must ensure that they:

- are benchmarked against the relevant unit or units of competency
- are reviewed as part of the continuous improvement of assessment strategies as required under Standard 1 of the AQTF 2007
- meet the assessment requirements expressed in Standard 1 of the AQTF 2007.

A key reference for assessors developing assessment tools is TAA04 Training and Assessment Training Package and the unit of competency TAAASS403A *Develop assessment tools*. There is no set format or process for the design, production or development of assessment materials.

Conducting Assessment

This section details the mandatory assessment requirements and provides information on equity in assessment including reasonable adjustment.

Assessment Requirements

Assessments must meet the criteria set out in the AQTF 2007 Essential Standards for Registration.

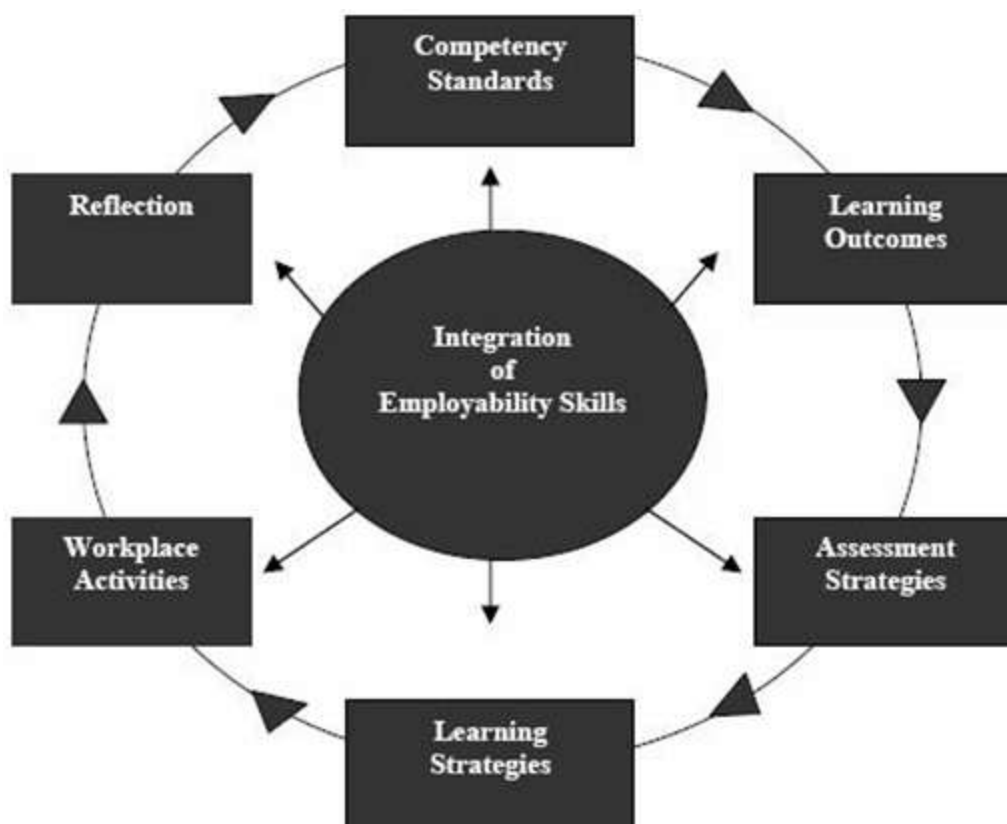
For information, the mandatory assessment requirements from Standard 1 from the AQTF 2007 *Essential Standards for Registration* are as follows:

<p>"1. 5 <i>Assessment, including Recognition of Prior Learning:</i></p>

- a) meets the requirements of the relevant Training Package or accredited course,*
- b) is conducted in accordance with the principles of assessment and the rules of evidence, and*
- c) meets workplace and, where relevant, regulatory requirements."*

Assessment of Employability Skills

Employability Skills are integral to workplace competency. As such they must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.



Employability Skills are embedded and explicit within each unit of competency. Training providers must use Employability Skills information in order to design valid and reliable training and assessment strategies. This analysis could include:

- reviewing units of competency to locate relevant Employability Skills and determine how they are applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit or units are packaged to help clarify relevant industry and workplace contexts and the application of Employability Skills at that qualification outcome
- designing training and assessment to address Employability Skills requirements.

For more information on Employability Skills in the Transport and Logistics, Aviation and Maritime Training Packages, go to the Transport and Logistics Industry Skills Council website at: www.tlisc.com.au

Access and Equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package: training and assessment must be bias-free.

Under the rules for their development, Training Packages must reflect and cater for the increasing diversity of Australia's VET clients and Australia's current and future workforce. The flexibilities offered by Training Packages should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Reasonable adjustments

It is important that education providers take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students with disability.

Under the *Disability Standards for Education 2005*, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

See Part 4, Chapter 2 of the *Training Package Development Handbook* (DEST, September 2007) for more information on reasonable adjustment, including examples of adjustments.

Further Sources of Information

The section provides a listing of useful contacts and resources to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package.

Contacts

Transport and Logistics Industry Skills Council

Level 15, 628 Bourke Street,

Melbourne

VIC 3000

Ph: +61 3 9604 7200

Fax: +61 3 9606 0066

Email: tlisc@tlisc.com.au

Web: www.tlisc.com.au

Technical and Vocational Education and Training (TVET) Australia Limited

Level 21, 390 St Kilda Road, Melbourne
VIC 3150

PO Box 12211, A'Beckett Street Post Office,

Melbourne, Victoria, 8006

Ph: +61 3 9832 8100

Fax: +61 3 9832 8199

Email: enquiries@tvetaustralia.com.au

Web: www.tvetaustralia.com.au

For information on the TAE Training and Education Training Package contact:

Innovation & Business Skills Australia

Level 11, 176 Wellington Pde

East Melbourne VIC 3002

Telephone: (03) 9815 7000

Facsimile: (03) 9815 7001

Email: reception@ibsa.org.au

Web: www.ibsa.org.au

General Resources

AQF Implementation Handbook, third Edition. Australian Qualifications Framework Advisory Board, 2002, www.aqf.edu.au

Australian Quality Training Framework 2007 (AQTF 2007) – for information and resources go to www.training.com.au/aqtf2007/

AQTF 2007 Essential Standards for Registration. Training organisations must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. They include three standards, a requirement for registered training organisations to gather information on their performance against three quality indicators, and nine conditions of registration

AQTF 2007 *User's Guide to the Essential Standards for Registration*. A Users' Guide for training organisations who must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications.

AQTF 2007 *Standards for Accredited Courses*. State and Territory accrediting bodies are responsible for accrediting courses. This standard provides a national operating framework and template for the accreditation of courses.

TAA04 Training and Assessment Training Package. This is available from the Innovation and Innovation & Business Skills Australia (IBSA) Industry Skills Council and can be viewed, and components downloaded, from the National Training Information Service (NTIS). National Training Information Service, an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses www.ntis.gov.au
Training Package Development Handbook. Available online at www.deewr.gov.au

Assessment Resources

Training Package Assessment Guides – a range of resources to assist RTOs in developing Training Package assessment materials (originally developed by ANTA with funding from the Department of Education, Training and Youth Affairs) and made up of 10 separate titles. Go to www.resourcegenerator.gov.au/loadpage.asp?TPAG.htm

Printed and/or CD ROM versions of the Guides can be purchased from Technical and Vocational Education and Training (TVET) Australia Limited. The resource includes the following guides:

- Training Package Assessment Materials Kit
- Assessing Competencies in Higher Qualifications
- Recognition Resource
- Kit to Support Assessor Training
- Candidates Kit: Guide to Assessment in New Apprenticeships
- Assessment Approaches for Small Workplaces
- Assessment Using Partnership Arrangements
- Strategies for ensuring Consistency in Assessment
- Networking for Assessors
- Quality Assurance Guide for Assessment

An additional guide 'Delivery and Assessment Strategies' has been developed to complement these resources.

Assessment Tool Design and Conducting Assessment

VETASSESS & Western Australian Department of Training and Employment 2000, *Designing Tests - Guidelines for designing knowledge based tests for Training Packages*. Vocational Education and Assessment Centre 1997, *Designing Workplace Assessment Tools, A self-directed learning program*, NSW TAFE.

Manufacturing Learning Australia 2000, *Assessment Solutions*, Australian Training Products, Melbourne.

Rumsey, David 1994, *Assessment practical guide*, **Australian Government Publishing Service, Canberra.**

Assessor Training

Australian Committee on Training Curriculum (ACTRAC) 1994, *Assessor training program - learning materials*, Australian Training Products, Melbourne.

Australian National Training Authority, *A Guide for Professional Development*, ANTA, Brisbane.

Australian Training Products Ltd *Assessment and Workplace Training, Training Package - Toolbox*, **ATPL Melbourne (available from TVET)**.

Green, M, et al. 1997, *Key competencies professional development Package*, Department for Education and Children's Services, South Australia.

Victorian TAFE Association 2000, *The professional development CD: A learning tool*, **VTA, Melbourne**.

Assessment System Design and Management

Office of Training and Further Education 1998, *Demonstrating best practice in VET project – assessment systems and processes*, OTFE Victoria.

Toop, L., Gibb, J. & Worsnop, P. *Assessment system designs*, Australian Government Publishing Service, Canberra.

Western Australia Department of Training and VETASSESS 1998, *Kit for Skills Recognition Organisations*, WADOT, Perth.

Access and Equity Resources

For supporting resources, regularly check DEEWR Training & Skills section publications (which may include ANTA publications):

www.dest.gov.au/sectors/training_skills/publications_resources

Resources developed to support training and assessment for learners from equity groups or with special needs can be located via the VOCED website www.voced.edu.au

Legislation

Racial Discrimination Act 1975

<http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/all/search/A413ADB46D5CC9B2CA257607000EBE58>

Disability Discrimination Act 1992 (DDA)

<http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/all/search/02E50FC08E783ED7CA257609000288E1>

Human Rights and Equal Opportunity Commission www.hreoc.gov.au

Working with Diversity – AQTF supporting resources

Working with Diversity: A Guide to Equity and the AQTF

Working with Diversity: Quality Training for People with a Disability

Working with Diversity: Quality Training for Indigenous Australians

Language & Literacy

Adult literacy

http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/dap/literacy.htm

Indigenous

Australian Government Indigenous Portal www.indigenous.gov.au

Indigenous Education Online <https://indigo.deewr.gov.au/>

Indigenous Education Consultative Bodies (IECB): contact State & Territory Training Authorities or Telephone 1800 800 821, or go to

http://www.deewr.gov.au/Indigenous/Resources/Schooling/Pages/organisation_contacts.aspx

Partners in a Learning Culture - National Strategy and Blueprint for Implementation

available from DEST (ANTA publication)

www.dest.gov.au/sectors/training_skills/publications_resources/profiles/anta/profile/partners_in_a_learning_culture_final_report.htm

Disability

Australian Disability Clearinghouse on Education and Training (ADCET) www.adcet.edu.au

Disability employment agencies: contact State & Territory offices of Department of Family & Community Services for details of local disability employment agencies – or go to

<http://fahcsia.gov.au/sa/disability/relatedsites/Pages/default.aspx>

Women

Women: Shaping Our Future

www.dest.gov.au/sectors/training_skills/publications_resources/profiles/anta/profile/women_shaping_our_future.htm

Equal Opportunity in the Workplace Agency (EOWA). www.eowa.gov.au

Competency Standards

Competency Standards

What is Competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself. Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

Contextualisation of Units of Competency by RTOs

Registered Training Organisations (RTOs) may contextualise units of competency in this endorsed Training Package to reflect required local outcomes. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, specific enterprise equipment requirements, or to otherwise meet local needs. However, the integrity of the overall intended outcome of the unit of competency must be maintained.

Any contextualisation of units of competency in this Training Package must be within the bounds of the following advice:

- RTOs must not remove or add to the number and content of elements and performance criteria.
- RTOs can include specific industry terminology in the range statement.
- Any amendments and additions to the range statement made by RTOs must not diminish the breadth of application of the competency, or reduce its portability.
- RTOs may add detail to the evidence guide in areas such as the critical aspects of evidence or required resources and infrastructure—but only where these expand the breadth of the competency and do not limit its use.

Components of Units of Competency

The components of units of competency are summarised below, in the order in which they appear in each unit of competency.

Unit Title

The unit title is a succinct statement of the outcome of the unit of competency. Each unit of competency title is unique, both within and across Training Packages.

Unit Descriptor

The unit descriptor broadly communicates the content of the unit of competency and the skill area it addresses. Where units of competency have been contextualised from units of competency from other endorsed Training Packages, summary information is provided. There may also be a brief second paragraph that describes its relationship with other units of competency, and any licensing requirements.

Employability Skills

This sub-section contains a statement that the unit contains Employability skills.

Pre-requisite Units (optional)

If there are any units of competency that must be completed before the unit, these will be listed.

Application of the Unit

This sub-section fleshes out the unit of competency's scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.

Competency Field (Optional)

The competency field either reflects the way the units of competency are categorised in the Training Package or denotes the industry sector, specialisation or function. It is an optional component of the unit of competency.

Sector (optional)

The industry sector is a further categorisation of the competency field and identifies the next classification, for example an elective or supervision field.

Elements of Competency

The elements of competency are the basic building blocks of the unit of competency. They describe in terms of outcomes the significant functions and tasks that make up the competency.

Performance Criteria

The performance criteria specify the required performance in relevant tasks, roles, skills and in the applied knowledge that enables competent performance. They are usually written in passive voice. Critical terms or phrases may be written in bold italics and then defined in range statement, in the order of their appearance in the performance criteria.

Required Skills and Knowledge

The essential skills and knowledge are either identified separately or combined. *Knowledge* identifies what a person needs to know to perform the work in an informed and effective manner. *Skills* describe the application of knowledge to situations where understanding is converted into a workplace outcome.

Range Statement

The range statement provides a context for the unit of competency, describing essential operating conditions that may be present with training and assessment, depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement.

Evidence Guide

The evidence guide is critical in assessment as it provides information to the Registered Training Organisation (RTO) and assessor about how the described competency may be demonstrated. The evidence guide does this by providing a range of evidence for the assessor to make determinations, and by providing the assessment context. The evidence guide describes:

- conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment
- relationships with the assessment of any other units of competency
- suitable methodologies for conducting assessment including the potential for workplace simulation
- resource implications, for example access to particular equipment, infrastructure or situations
- how consistency in performance can be assessed over time, various contexts and with a range of evidence
- the required underpinning knowledge and skills.

Employability Skills in Units of Competency

The detail and application of Employability Skills facets will vary according to the job-role requirements of each industry. In developing Training Packages, industry stakeholders are consulted to identify appropriate facets of Employability Skills which are incorporated into the relevant units of competency and qualifications.

Employability Skills are not a discrete requirement contained in units of competency (as was the case with Key Competencies). Employability Skills are specifically expressed in the context of the work outcomes described in units of competency and will appear in elements, performance criteria, range statements and evidence guides. As a result, users of Training Packages are required to review the entire unit of competency in order to accurately determine Employability Skills requirements.

How Employability Skills relate to the Key Competencies

The eight nationally agreed Employability Skills now replace the seven Key Competencies in Training Packages. Trainers and assessors who have used Training Packages prior to the introduction of Employability Skills may find the following comparison useful.

Employability Skills	Key Competencies
Communication	Communicating ideas and information
Teamwork	Working with others and in teams
Problem solving	Solving problems Using mathematical ideas and techniques
Initiative and enterprise	
Planning and organising	Collecting, analysing and organising information Planning and organising activities
Self-management	
Learning	
Technology	Using technology

When analysing the above table it is important to consider the relationship and natural overlap of Employability Skills. For example, using technology may involve communication skills and combine the understanding of mathematical concepts.

Explicitly embedding Employability Skills in units of competency

This Training Package seeks to ensure that industry-endorsed Employability Skills are explicitly embedded in units of competency. The application of each skill and the level of detail included in each part of the unit will vary according to industry requirements and the nature of the unit of competency.

Employability Skills must be both explicit and embedded within units of competency. This means that Employability Skills will be:

- embedded in units of competency as part of the other performance requirements that make up the competency as a whole
- explicitly described within units of competency to enable Training Packages users to identify accurately the performance requirements of each unit with regards to Employability Skills.

This Training Package also seeks to ensure that Employability Skills are well-defined and written into units of competency so that they are apparent, clear and can be delivered and assessed as an essential component of unit work outcomes.

Sample unit of competency components showing Employability Skills

The following table shows the sequence of a unit of competency, and each cell contains text taken from a range of units. It provides examples of where and how various Employability Skills could be embedded in each component.

Please note that in the example, the bracketed Employability Skills are provided for clarification only and would not be present in units of competency within this Training Package.

Unit Title	Give formal presentations and take part in meetings (Communication)
Unit Descriptor	This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change. (Initiative and enterprise)
Element	Proactively resolve issues. (problem solving)
Performance Criteria	Information is organised in a format suitable for analysis and dissemination in accordance with organisational requirements. (Planning and organising)
Range Statement	Software applications may include email, internet, word processing, spreadsheet, database or accounting packages. (technology)
Required Skills and Knowledge	Modify activities depending on differing workplace contexts, risk situations and environments. (Learning) Work collaboratively with others during a fire emergency. (teamwork) Instructions, procedures and other information relevant the maintenance of vessel and port security. (Communication)
Evidence Guide	Evidence of having worked constructively with a wide range of community groups and stakeholders to solve problems and adapt or design new solutions to meet identified needs in crime prevention. In particular, evidence must be obtained on the ability to: assess response options to identified crime-prevention needs and determine the optimal action to be implemented in consultation with relevant others, design an initiative to address identified issues. (Initiative and enterprise).

Employability Skills Summaries and units of competency

An Employability Skills Summary exists for each qualification. Summaries include broad advice on industry expectations with regard to Employability Skills at the qualification level. Summaries should be used by trainers and assessors to assist in identifying the Employability Skills requirements contained within units of competency.

The AVI08 Aviation Training Package (Version 3)

The AVI08 Aviation Training Package (Version 3)

AVI08 Aviation Training Package (Version 3) is the outcome of a review and redevelopment process.

Introduction

The endorsed components of the AVI08 Aviation Training Package (Version 3) include national competency standards for:

- Flight Instructor Qualifications and Skill Sets
- Manual Handling Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set
- Helicopter Qualifications and Skill Set.

The AVI08 Aviation Training Package (Version 3) has been developed by the Transport and Logistics Industry Skills Council (TLISC) on behalf of the Australian Aviation Industry. An extensive review and consultation process occurred across all sectors of the Aviation Industry and with stakeholders in Aviation Industry training.

Summary of Changes in AVI08 Version 3

The new features of the Training Package include:

- 7 new units have been added
- 1 existing unit has been removed
- 38 new imported units have been added
- 2 imported units have been removed.
- 2 new Skill Sets have been added
- 2 Skill Sets have been revised
- 2 new qualifications have been added
- 2 qualifications have been revised.

The new units that have been included have been finalised following validation and are presented as part of the reviewed Training Package AVI08 Version 3.

A more detailed explanation of some of these changes is provided below.

Flight Instructor Qualifications and Skill Sets

The Aviation Industry has a graded system for Flight Instructors that starts at Grade 3 and concludes at Chief Flying Instructor. There are specific licensing and regulatory requirements for each of the various grades of Flight Instructors. This project addresses not only licensing and regulatory requirements but also articulates the occupational outcomes for all Flight Instructors.

The project was a strategic body of work undertaken to address the occupational outcomes, licensing and regulatory requirements of all grades of Flight Instructors.

The development of units to identify both occupational outcomes and the licensing and regulatory requirements of Flight Instructors was identified by the Aviation Advisory Committee as the most efficient and effective way of addressing pilot skills shortages. The project was also seen as having a positive impact on the quality and quantity of available Flight Instructors by providing a clearly defined career structure aligned to qualification outcomes.

Manual Handling Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set

The introduction of the AVI08 Aviation Training Package saw the incorporation of much of the regulatory and licence requirements for the Aviation Industry into a cohesive Training Package.

However, there are still additional occupational roles, both regulated and unregulated, that require articulation into the Training Package. Once such area was identified as occupations that are required to work within aircraft confined spaces, in particular aircraft cargo holds. The project addressed this occupational role for ground operations personnel. The development of the Manual Handling Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set was identified by the Aviation Advisory Committee as the most efficient and effective way of addressing the competency requirements of those occupational roles that work within aircraft confined spaces.

Helicopter Qualification and Skill Set Restructure

Many of the helicopter occupations and Skill Sets have been incorporated into both the original and subsequent versions of the AVI08 Aviation Training Package. However, there were three areas that needed minor restructure to enable flexibility to meet industry needs whilst maintaining regulatory requirements.

These three areas were:

- Certificate III in Aviation (Rescue Crewman)
- Certificate IV in Aviation (Aircrewman)
- Aviation Operator Skill Set.
-

In particular the Certificate III in Aviation (Rescue Crewman) and Certificate IV in Aviation (Aircrewman) have been restructured to enable selection of elective units within these qualifications and to reflect National Quality Council changes to qualification packaging rules. This has been achieved whilst still maintaining the regulatory and industry requirements of these highly specialised and safety critical occupation related qualifications.

The Aviation Operator Skill Set on the other hand has been restructured specifically to conform to Training Package Development Handbook Policy whilst still maintaining industry/regulatory related outcomes.

Profile of the Australian Aviation Industry

Australia's aviation environment is unique: large, sparsely settled and a long way from the rest of the world. The Aviation Industry has four principal areas: general aviation, regional airlines, domestic airlines and international airlines.

The general aviation sector is made up of all non-scheduled flying activity in Australia, other than that performed by the major domestic and international airlines. The major categories of flying are private, business, training, aerial agriculture, charter and aerial work. In the last few years, aerial agriculture, private flying and charter activity as well as regional flying have all seen significant increases in activity.

Domestic airline activity also saw increases with airline passenger numbers effectively recovered to pre-September 11 levels. New domestic players have contributed to these increases with total passenger movements increasing from 41.3 million in 2005 to 43 million in 2006 – an increase in activity of 6.3%.

Competitiveness and consumer demands for safety and security as well as regulatory compliance continue to impact on the skills needed by employees in the industry.

The changing face of the industry has forced many companies to look to training to make a seamless transition from the old to the new. The change stems from a multitude of sources such as reforms to relevant regulations and legislation, new work practices, the penetration of technology, increasing levels of automation, and the changing overall structure of the aviation industry and the economy.

Nationally recognised qualifications and the portability of skills are of increased importance, both for employers within the industry and for career planning for individuals.

The trend towards globalisation is placing increasing demands on the skills base in the aviation industry. Consequently, the skills base must continue to develop to support the delivery of the world's best practice in aviation services. This will ensure the international competitiveness of the aviation industry as it increasingly competes in both global and regional markets.

This Training Package is designed to help companies and training organisations produce a flexible and nationally consistent competent workforce for the aviation industry. It covers qualifications from Certificate I to Diploma and covers occupations in Ground Operations, Flight Operations, Air Traffic Control and Pilot Pathway.

Work in the Industry

The work roles and functions covered by this Training Package are from entry level through to senior management and include:

- Flight Crew – (Commercial Pilots, Flight Instructors, Helicopter Aircrewman and Rescue Crewman)
- Cabin Crew and Supervisory Cabin Crew
- Air Traffic Control
- Airport Management
- Airport Reporting Services
- Baggage Handling and Freight Services
- Ground Support and Ramp Services
- General Airport Operations
- Check in and Customer Service Staff.
-

Impacts on Training Package Development

Increased customer requirements, outsourcing, industry reform, competitive pressures, safety requirements, new technologies, environmental considerations, and regulatory and licensing requirements have all been addressed in the development of AVI08.

Licensing/Registration Requirements

The Aviation Industry is bound by a wide range of licensing and regulatory requirements, including but not limited to:

- Civil Aviation Regulations (CARs), Civil Aviation Safety Regulations (CASRs) and other regulatory and advisory requirements of the Civil Aviation Authority
- relevant requirements, standards and recommended practices of the International Civil Aviation Organisation (ICAO)
- local instructions of airport authorities and air traffic services
- relevant national, state/territory emergency services regulations
- relevant state/territory road rules
- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements including mass and loading regulations and state/territory oversize/mass pilot/escort permit requirement
- fatigue management regulations and codes of practice
- Australian, international and state/territory regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including:
 - Australian and International Dangerous Goods Codes
 - IATA's 'Dangerous Goods by Air' regulations
 - Australian and International Explosives Codes
- quarantine regulations administered by the Australian Quarantine and Inspection Service (AQIS)
- customs regulations (export/import/bond requirements)
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation.

Persons employed in the Aviation Industry need to fulfil competency and training requirements as detailed in the regulations relevant to their occupation. Persons assessed as complying with these requirements are usually provided with some form of certification by CASA or other relevant bodies. These are certificates required by the relevant state/territory or Australian legislation or international code or convention before a person can be allowed to work in the occupation covered under the legislation. These certificates should not be confused with national educational qualifications that are issued by Registered Training Organisations. While in the Aviation Industry there is a close relationship between the regulatory certificates and the National VET qualifications, they are issued by different organisations under different legislative authority.

It should be noted that regulatory requirements are usually subject to ongoing review and improvement. There are also many national initiatives to improve consistency and cooperative arrangements across state/territory regulatory requirements. Given the dynamic nature of these reforms and improvements, it is important that Registered Training

Organisations access and interpret current regulatory requirements from CASA and other relevant regulatory authorities. Training and assessment resources and processes then will need to be adjusted to suitably incorporate and accommodate any pertinent changes to regulatory requirements.

The regulatory/licensing requirements pertinent to a specific competency unit are dependent on the contexts within which the units are typically applied. As part of its development, additional detail has been provided throughout the Training Package to alert Registered Training Organisations and other users of the Training Package to the licensing regulatory requirements pertinent to specific units within the Training Package. The Assessment Guidelines have also been designed to incorporate information on action Registered Training Organisations should take to ensure that trainees are not only prepared and assessed against the competency units in the standards, but also fulfil relevant requirements of pertinent licensing/regulatory authorities.

Licensing and registration requirements that apply to specific industries and vocational education and training vary between each state and territory, and can regularly change. As a result, for information on applicable licensing and registration requirements please contact: Civil Aviation Safety Authority (CASA) at www.casa.gov.au

or

Transport and Logistics Industry Skills Council at:

Level 15, 628 Bourke Street Melbourne VIC 3000

T: 03 9604 7200 E: tlisc@tlisc.com.au W: www.tlisc.com.au

Defence Aviation

The Australian Defence Force (ADF) owns and operates aircraft for the defence of Australia. The ADF has developed and established a regulatory framework for ADF aircraft in much the same way as commercial aviation meets regulations determined by the Civil Aviation Safety Authority (CASA). Therefore, RTOs delivering training for Defence must interpret the competencies according to Defence regulations and instructions.

Should RTOs delivering training or assessment require further information, they should contact:

Assistant Director National Skills Framework

Directorate Education and Learning Systems

Defence Education and Training Development Branch

Campbell Park (Defence); ACT 2600

T: (07) 3332 7756

High Risk Licensing

The licensing unit *TLILIC108A Licence to operate a forklift truck* is included in this Training Package as an imported unit. This unit was created as part of the DEEWR project which developed licensing units that reflect the minimum safety standards required by persons performing high risk work to obtain a 'licence to operate', as required by the Occupational Health and Safety (OH&S) regulators in each state and territory. (In total, twenty-six licensing units were developed. These units are made up of twelve units allocated to the Transport and Logistics Training Package, twelve units allocated to the Construction Training Package and two allocated to the Electricity Supply Industry – Generation Sector Training Package.)

This work was undertaken to support the Australian Safety and Compensation Council (ASCC) agreement to declare the National Standard for Licensing Persons Performing High Risk Work (the National Standard). The National Standard applies to the operation of crane and hoists, forklifts and pressure equipment and the undertaking of scaffolding, rigging and dogging. The National Standard requires training and assessment to be undertaken by Registered Training Organisations (RTOs) under the Australian Quality Training Framework (AQTF).

This imported licensing unit is easily identified in the Aviation Training Package with the code beginning TLILIC. It is to be used for training and assessing for licensing purposes, whereas current industry units are to be used for assessing workplace competence, which occurs following employment and experience on the job.

Training Package Review Methodology

Broad process

The broad processes for the review of the Aviation Training Package include:

Desktop research drawing from a range of information sources

Including:

- the existing versions of the Aviation Training Package (i.e. AVI08 Version 2)
- Aviation regulations, certification requirements and codes of practice
- guidelines for Training Package development
- related developments in higher education and schools
- related Training Packages (e.g. business, tourism, health and asset maintenance)
- existing accredited courses for aviation occupations.
-

Industry and VET consultation processes

Including:

- consultative forums of key stakeholders at key stages of the project
- individual consultative meetings as required
- maintenance of an issues register to track inputs and suggested changes received from stakeholders
- meetings with the equity adviser appointed to the review to ensure that all equity requirements had be fulfilled
- meetings with representatives of the Aviation regulatory authorities to ensure that all proposed changes were consistent with regulatory requirements
- development of schedules of agreed changes to guide the consultants and the project steering committee.
-

Validation

Including:

- validation meetings to confirm that agreed changes had been made and to identify any further enhancements necessary
- validation meetings to confirm continued inclusion of units where no changes were required

Aviation Advisory Committee Members

Membership of the Aviation Advisory committee is based on their broad understanding of the National Training Framework and their current knowledge and experience of the aviation industry.

The table below details the Aviation Advisory Committee members:

Name	Organisation
Warren Barnes	Qantas Ramp Services
Mike Becker	Becker Helicopter Services Pty Ltd
Michael Bent	REX
David Blake	OZ Jet
Jeff Boyd	Brindabella Airlines
Chris Butler	Qantas – Qantas College
Brett Reed	TWU
Chris Duffield	Menzies Aviation Group
Ben Hargreaves	Rehbein AOS
Kevin James	Sydney Airport Corporation
Jo Justo	Australian Services Union
Ken Keech	Australian Airports Association
Bryce Kroenert	Inflight Logistics Services
Guy MacLean	Australian & International Pilots Association
Anne Marinis	Airservices Australia
Russell Maxwell	Defence Education and Training Development Branch
Raj Mirchandani	Virgin

John Nibbs	Defence
Simon Parsons	My Freight Career
Paul Tyrrell	Regional Aviation Association of Australia
Garry Veroude	Flight Training Adelaide
Ashley Van de Veld	Careflight Group
Bob Warn	Safeskies
Rob Strachan	Airservices Australia
Paul Birkinhead	Defence
James Harrington	Airservices Australia
Michael Juelg	CASA
Steve Tizzard	Recreational Aviation Australia
Julian Cattonar	Army Aviation
Denes Illyes	Navy Aviation
Warren Martin	RAAF
James Pateman	Navy Aviation
Stephen Baker	RAAF
Bill Hamilton	Multicrew Training MPL Pty
Trina Palazzolo	Inflight Logistics Services
Gary Donohue	Defence
Dave Bailey	RAAF – Air Traffic Control

Qualifications Pathways

Qualifications Pathways

There are many pathways into and through occupations within the Aviation Industry. These occupations are subject to a wide range of state, territory, national and international regulatory requirements, codes and licences.

For many of the occupations, it is desirable to hold a certificate of competency or at least to have completed specific certification requirements before a person can be actively employed on the types of machinery concerned in particular operational areas. These certification requirements include educational requirements (e.g. the educational qualifications contained in this Training Package) but also involve a range of other requirements such as medical certificates, radio operator certificates, etc. In other words, for many occupations in the Aviation Industry, the achievement of an educational qualification is only a partial fulfilment of the regulatory requirements that must be demonstrated by a person seeking a certificate of competency from the relevant state or territory regulatory or safety authority.

The information described in Figures 1–5 explains the more significant pathways between qualifications and does not represent the only pathways. The information describes the pathway relationships between the ‘education pathways’ and is not intending to provide information on the diverse range of occupations and positions in the Aviation Industry. Users of the Aviation Training Package are therefore encouraged to access the pertinent documents from the relevant authorities to understand the various regulated occupations in the Aviation Industry and the full certification requirements for each.

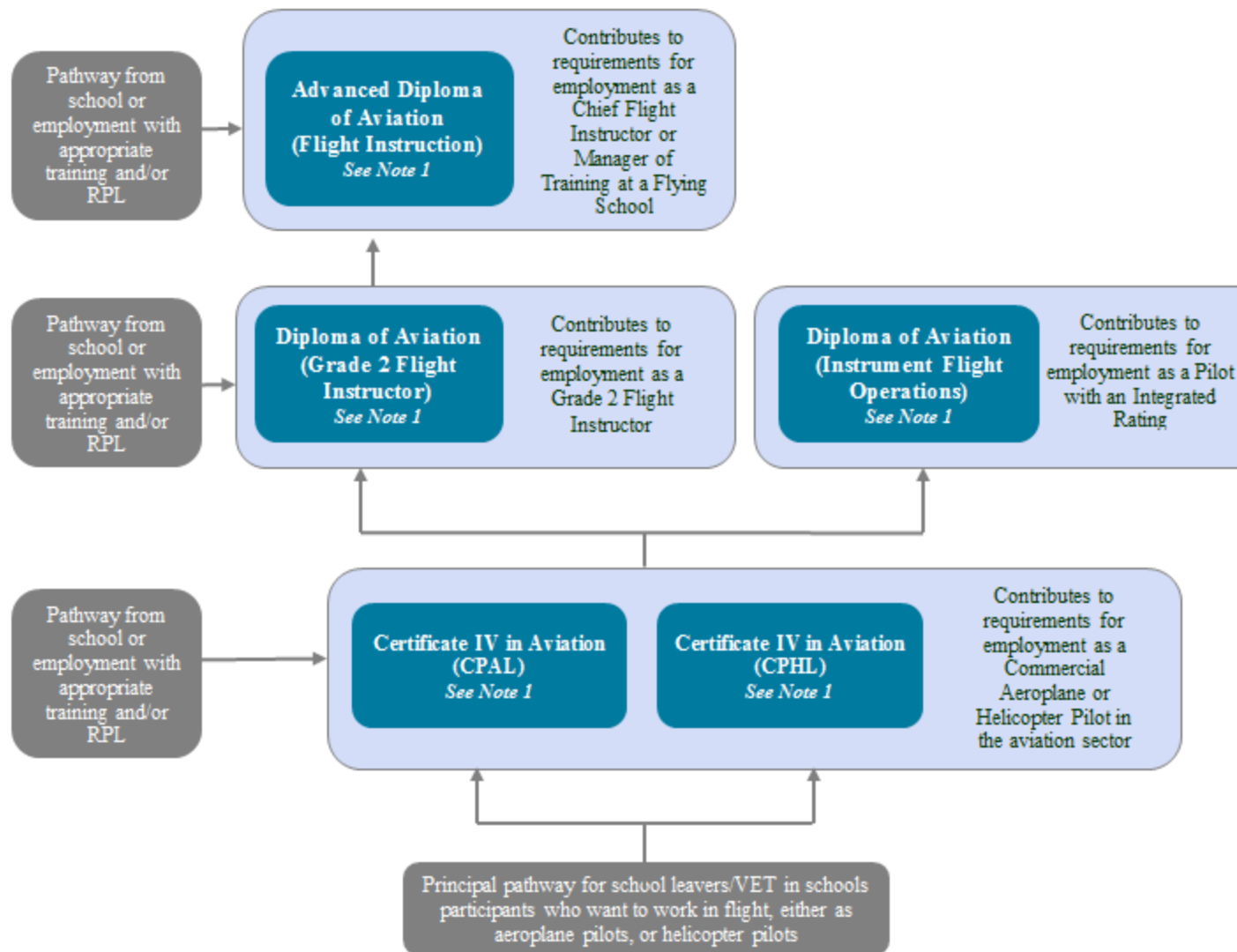
VET in Schools

There are some qualifications within AVI08 that may be delivered and assessed as part of the VET in Schools initiatives. However, schools and Registered Training Organisations wishing to pursue this pathway should firstly consult with Industry Stakeholders, CASA, and State Training Authorities as to the appropriateness of this pathway so as to not raise false expectations around employment/career aspirations.

Australian Apprenticeships Job Pathways

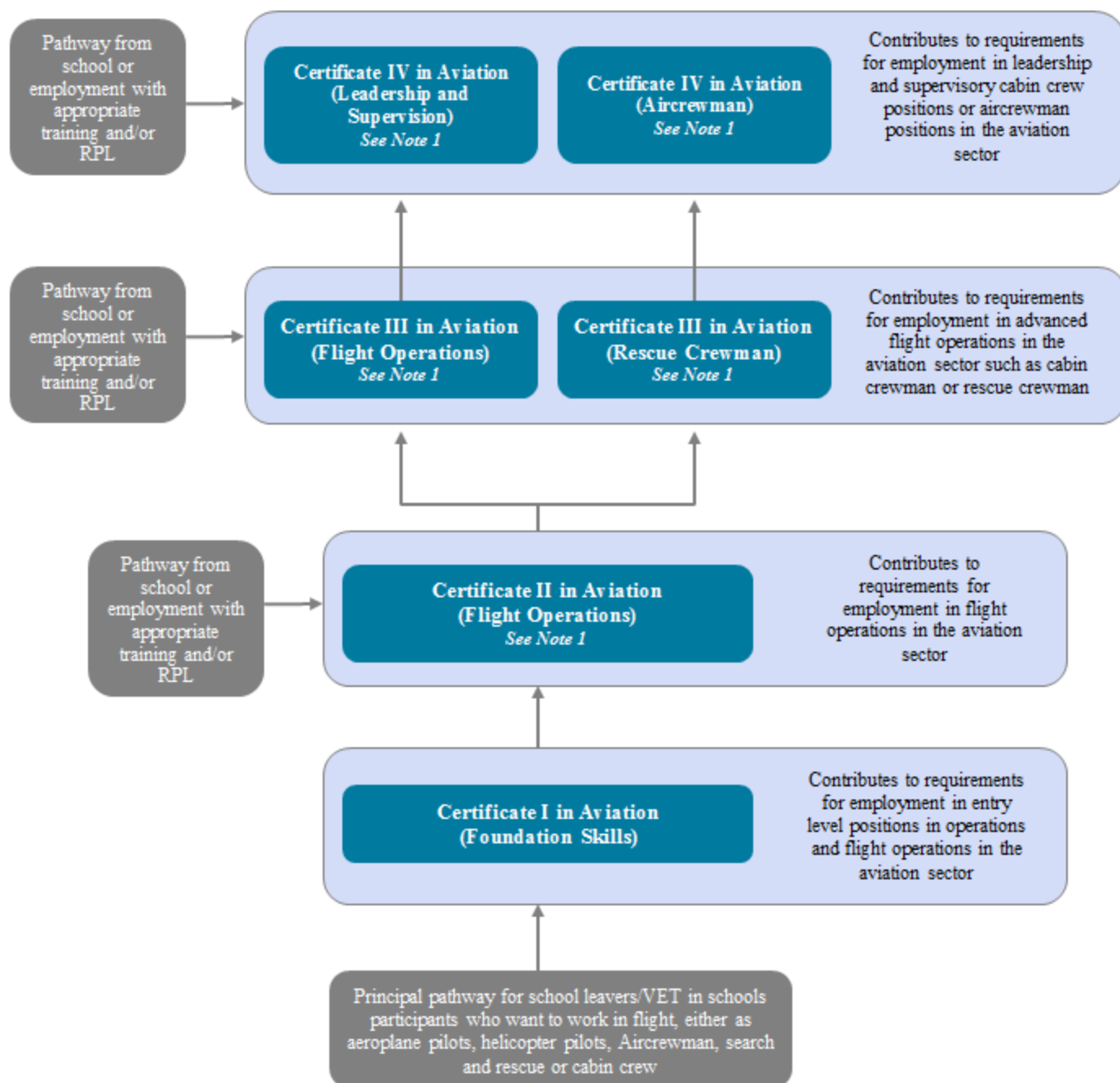
In the past, a number of Aviation Apprenticeships/Traineeships have been available in occupational areas such as: cabin crew, baggage handling, check in and customer services, airport operations, aircraft refuelling, and helicopter and aeroplane pilots. For the most current information regarding Australian Apprenticeships (including School Based New Apprenticeships) please refer to your State Training Authority website, local Apprenticeship Centres and the Australian Apprenticeships Job Pathways website: www.najobpathway.com.au

Figure 1: Aviation Pathways Pilots



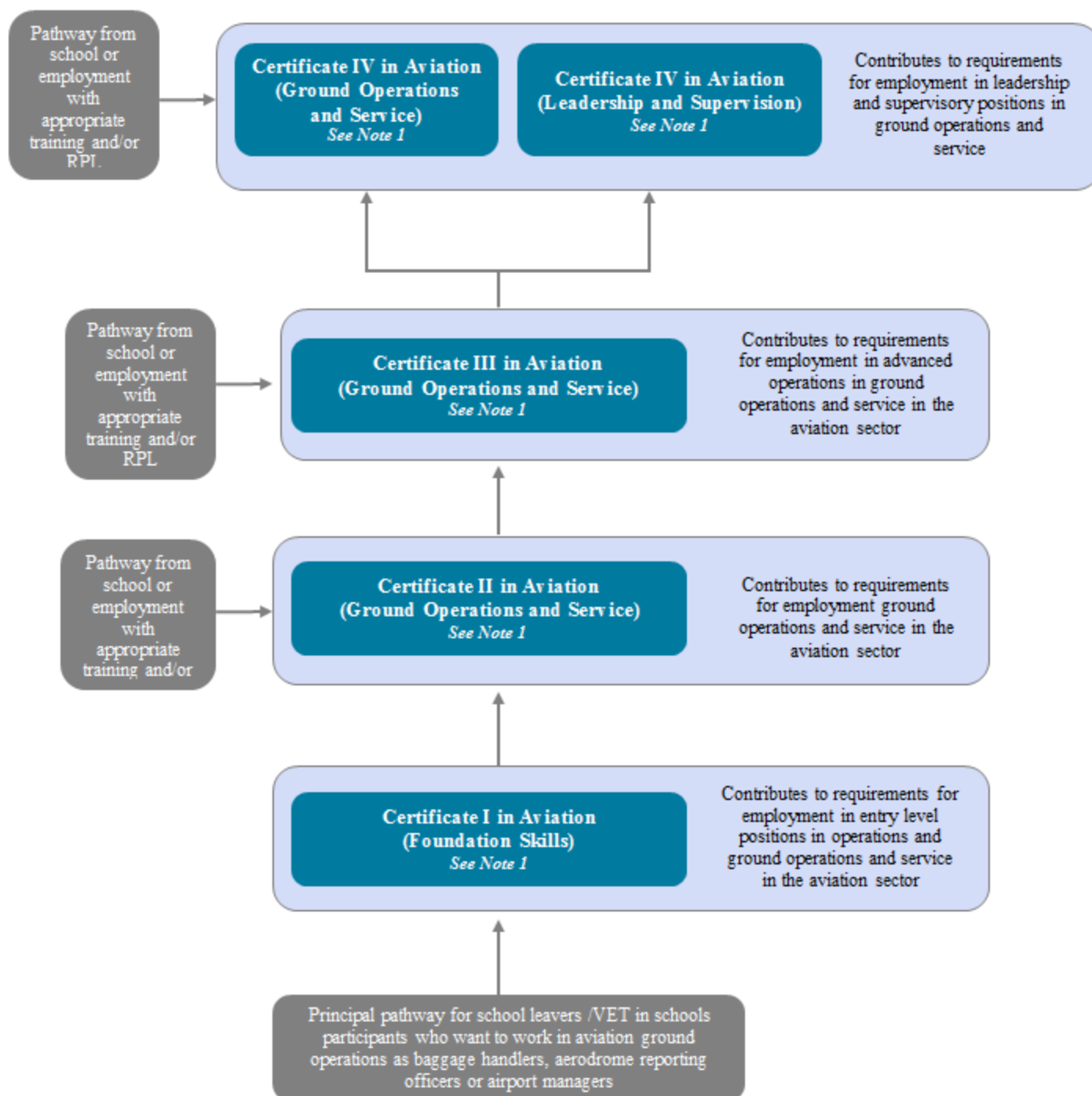
Note 1 – Figure 5 lists Skill Sets and their association with Aviation Occupational Pathways

Figure 2: Aviation Pathways Flight Operations

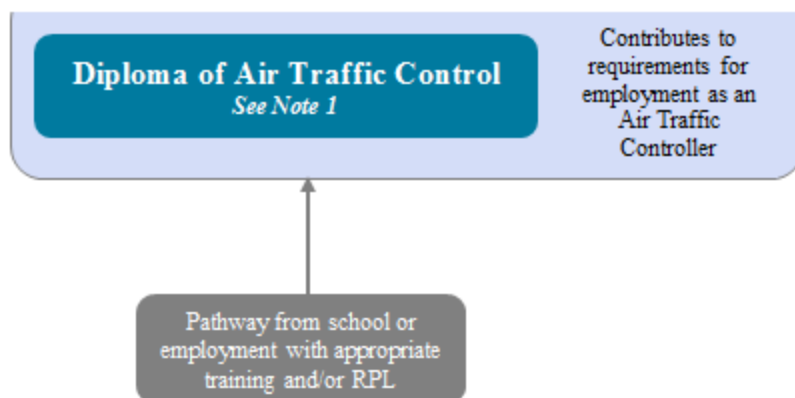


Note 1 – Figure 5 lists Skill Sets and their association with Aviation Occupational Pathways

Figure 3: Aviation Pathways Ground Operations



Note 1 – Figure 5 lists Skill Sets and their association with Aviation Occupational Pathways

Figure 4: Aviation Pathways Air Traffic Control

Note 1 – Figure 5 lists Skill Sets and their association with Aviation Occupational Pathways

Figure 5: Aviation Skill Sets / Pathways Matrix

Skill Sets	Ground Operations	Air Traffic Control	Flight Operations	Pilot Pathway
Aviation Operator Skill Set				
Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set				
Airborne Rappelling Skill Set				
Airborne Recovery Skill Set				
Simulator Operator Skill Set				
Simulator Trainer Skill Set				
Simulator Operator/Trainer Skill Set				
Airborne Rappelling Supervisor Skill Set				
Helicopter Wireman Skill Set				
Aviation Supervisory Cabin Crew Skill Set				
Night Aided Vision Aviation Operations Skill Set				
Aircraft Underwater Escape Skill Set				
Emergency Breathing System Skill Set				
Aerobatic Pilot Skill Set				
Formation Pilot Skill Set				
Night Visual Flight Rules (NVFR) Pilot Skill Set				
Marine Transfer Pilot Skill Set				
External Load Pilot Skill Set				
Rappelling and Winching Pilot Skill Set				

AVI08 Version 3 Qualifications and Packaging Rules

AVI08 Version 3 Qualifications and Packaging Rules

The qualifications and packaging rules for AVI08 Version 3 are listed in the order below.

Certificate I

AVI10108	Certificate I in Aviation (Foundation Skills)
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Certificate II

AVI20208	Certificate II in Aviation (Flight Operations)
AVI20408	Certificate II in Aviation (Ground Operations and Service)

Certificate III

AVI30208	Certificate III in Aviation (Flight Operations)
AVI30408	Certificate III in Aviation (Ground Operations and Service)
AVI30510	Certificate III in Aviation (Rescue Crewman)

Certificate IV

AVI40108	Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)
AVI40208	Certificate IV in Aviation (Commercial Pilot Helicopter Licence)
AVI40408	Certificate IV in Aviation (Ground Operations and Service)
AVI40508	Certificate IV in Aviation (Leadership and Supervision)
AVI40610	Certificate IV in Aviation (Aircrewman)

Diploma

AVI50308	Diploma of Aviation (Air Traffic Control)
AVI50408	Diploma of Aviation (Instrument Flight Operations)
AVI50510	Diploma of Aviation (Flight Instructor)

Advanced Diploma

AVI60110	Advanced Diploma of Aviation (Flight Instruction)
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Overview

There are fifteen qualifications in the AVI08 Aviation Package at the following AQF levels:

- 1 at AQF1 Certificate 1
- 2 at AQF2 Certificate II
- 3 at AQF3 Certificate III
- 5 at AQF4 Certificate IV
- 3 at AQF5 Diploma
- 1 at AQF6 Advanced Diploma.

In this section the AVI08 qualifications and relevant packaging rules are presented in AQF level 1–6 order. Additionally, the 21 Skill Sets within AVI08 Aviation Training Package are described. They are:

- Aviation Operator Skill Set
- Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set
- Airborne Rappelling Skill Set
- Airborne Recovery Skill Set
- Simulator Operator Skill Set
- Simulator Trainer Skill Set
- Simulator Operator/Trainer Skill Set
- Airborne Rappelling Supervisor Skill Set
- Helicopter Wireman Skill Set
- Aviation Supervisory Cabin Crew Skill Set
- Night Aided Vision Aviation Operations Skill Set
- Aircraft Underwater Escape Skill Set
- Emergency Breathing System Skill Set
- Aerobatic Pilot Skill Set
- Formation Pilot Skill Set
- Night Visual Flight Rules (NVFR) Pilot Skill Set
- Marine Transfer Pilot Skill Set
- External Load Pilot Skill Set
- Rappelling and Winching Pilot Skill Set
-

Skill Sets

Skill Sets

Definition

Skill Sets are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need.

Wording on Statements of Attainment

Skill Sets are a way of publicly identifying logical groupings of units of competency which meet an identified need or industry outcome. Skill Sets are not qualifications.

Where Skill Sets are identified in a Training Package, the Statement of Attainment can set out the competencies a person has achieved in a way that is consistent and clear for employers and others. This is done by including the wording ‘these competencies meet *[insert Skill Set title or identified industry area]* need’ on the Statement of Attainment. This wording applies only to Skill Sets that are formally identified as such in the endorsed Training Package. See the 2007 edition of the AQF Implementation Handbook for advice on wording on Statements of Attainment—the updated version is expected to be available on the AQFAB website <www.aqf.edu.au> during September 2007 and in print in October 2007.

Skill Sets in this Training Package

This section provides information on Skill Sets within this Training Package, with the following important disclaimer: Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

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The Skill Sets within this Training Package are as follows:

- Aviation Operator Skill Set
- Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set
- Airborne Rappelling Skill Set
- Airborne Recovery Skill Set
- Simulator Operator Skill Set
- Simulator Trainer Skill Set
- Simulator Operator/Trainer Skill Set
- Airborne Rappelling Supervisor Skill Set
- Helicopter Wireman Skill Set
- Aviation Supervisory Cabin Crew Skill Set
- Night Aided Vision Aviation Operations Skill Set
- Aircraft Underwater Escape Skill Set
- Emergency Breathing System Skill Set
- Aerobatic Pilot Skill Set
- Formation Pilot Skill Set
- Night Visual Flight Rules (NVFR) Pilot Skill Set
- Marine Transfer Pilot Skill Set
- External Load Pilot Skill Set
- Rappelling and Winching Pilot Skill Set

•

Glossary

Glossary

Glossary

The following is an explanation of aviation-specific terms, acronyms and phonetic alphabet referred to in the Aviation Training Package.

These definitions are advisory only. The definitions should also be confirmed against the definitions provided in the relevant Manuals of Standards issued by the Civil Aviation Safety Authority as part of Civil Aviation Safety Regulations. Compliance with relevant regulations, checks and actions in approved checklists, placards, Flight Manual/Pilot Operating Handbooks, or Operations Manuals have precedence and must be maintained.

It should also be noted that the glossary does not include the various terms used in aviation weather forecasts and related products. Training Package users should refer to the relevant publications issued by the Australian Bureau of Meteorology and Civil Aviation Safety Authority for definitions of terms used in aviation weather products.

Glossary of terms

Accident	An unplanned, unmeasured event or outcome which may or may not result in injury or property damage.
Aiming point	The 'aiming point' related to a visual approach and landing of a helicopter is that point at which a pilot looks to achieve a predetermined touchdown, hover or termination point.
Air Traffic Services (ATS)	A generic term, meaning, variously, flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service) and any other service which CASA designates to be an air traffic service.
Air Waybill	The document entitled, 'Air Waybill/Air Consignment Note' made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s).
Aircraft – narrow-body	Any type of passenger aircraft with six seats abreast or less and a single aisle in the passenger cabin, for example, 737.
Aircraft – wide-body	Designates aircraft types with two aisles in the passenger cabin, for example, 747 and 767.
Aircraft configuration	Planned utilisation layout of aircraft interior space.
Airport – destination	Ultimate intended terminating airport of a flight.
Airport – origin	The place from where the flight commences.
Airspace cleared	Collision avoidance must always be practised and a procedure followed to ensure a collision does not occur. This procedure is performed before all turns and manoeuvres. The procedure is: • when turning left, "Clear right, clear ahead, clear left-turning left" or • when turning right, "Clear left, clear ahead, clear right-turning right". If an object is closing and remains on a line

	of constant bearing (stays at the same point on the windscreen), a collision will occur if avoiding action is not taken.
Approach to hover	The process of maintaining a specified track and glide slope at reducing ground speed to a nominated termination point at the hover.
Approved checklist	A checklist derived from information set out in the Flight Manual/POH, placards or other approved documents provided with the aircraft, necessary to ensure the safe operation of the aircraft.
ATC Licence	A licence issued as an authority to act in a licensed air traffic control function and issued in accordance with ICAO Annex 1.
ATS Certificate	A certificate authorising an entity to provide air traffic services.
ATS Certificate Holder	An entity authorised under Part 172 of the Civil Aviation Safety Regulations to provide air traffic services at the location and in the airspace specified by the Airspace Authority.
ATS Licence	Either an Air Traffic Controller Licence or a Flight Service Licence issued as an authority to act in a licensed ATS function.
Avoid area	The area delineated on the height-velocity envelope chart in a helicopter's Flight Manual which shows the parameters within which operations should be avoided.
Baggage – cabin	Baggage of which the passenger retains custody (also as "Hand" and/or "Unchecked").
Baggage – checked	Equivalent to "Registered Luggage" means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.
Baggage – crew	Baggage which is the property of operating crew and which is separately identified.
Baggage – transfer	Baggage arriving at a point on one flight and continuing its journey there from on another flight within a defined time limit.
Boarding	Equivalent to term, "Embarkation" means passengers entering an aircraft.
Bulkhead – stressed	A bulkhead which in combination with the aircraft structure has been designated to restrain load.

Cargo	Any goods carried on an aircraft which are covered by an air waybill.
Carriers	The air carrier issuing the ticket (or air waybill) and 311 air carriers that carry or undertake to carry the passenger and/or his baggage for the cargo thereunder or to perform any other services related to such air carriage.
Closure rate	The apparent speed at which a helicopter moves towards a specified point or object.
Compartment	A space designated within a hold.
Competency	The defined knowledge and/or skill including the minimum performance standard in that knowledge and/or skill area required of the relevant air traffic services licence holder. Note: an individual is either competent or not.
Consignment	Equivalent to the term "Shipment". One or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one air waybill to one consignee at one destination address.
Controlled corrective action	Smooth, timely and coordinated use of controls made to achieve specified performance.
Controlled rate of descent on landing	'Controlled rate of descent' associated with a landing means that the touchdown is without harshness and the successful outcome of the landing is not in doubt.
Crew Resource Management (CRM)	The application of human factors knowledge within the working environment. This includes the special case of flight crew and cabin crew, their interactions with each other, with other groups, and with the technology of the system. It is an active process to identify threats to safety, communicate them to the Pilot in Command (PIC), and to carry out a plan to avoid or mitigate their potential consequences. CRM is the utilisation of all available human, informational, and equipment resources toward the goal of safe and efficient operations (e.g. flight, maintenance, air traffic control). CRM deals directly with the avoidance of human errors and the management and mitigation of the consequences of those errors that do occur.
Currency	Satisfactory completion of relevant written examinations and performance assessment within the time frame specified.

Dangerous goods	Articles or substances which are capable of posing a significant risk to health, safety or property when transported by air and which are classified as such in the IATA Dangerous Goods Regulations.
Disciplined behaviour	The implementation of successful strategies to manage all personality traits and mental and physical limitations that, if ignored, could compromise safety.
Effect of turbulence	The effect of turbulence must be considered when measuring standards of flying competency. Assessors must evaluate each situation and then apply considered judgement to compensate for variations to the published standards.
Endorsement	An authorisation associated with a rating, and forming part thereof, which defines the location and discrete function at and/or for which a specified service may be performed by its holder.
Engine ingestion	Due to the suction power of the jet engine intake, foreign objects and nearby people can be sucked into the engine.
Equipment operators licence	Issued by the relevant airport authority.
Errors	Deviation from intentions.
Flight number	The alpha-numerical designator of a flight, prefixed by a two-letter or three-character designator.
Foreign object damage (FOD)	Engine damage resulting from foreign matter being ingested by the engine either on the ground or in the air.
FS Licence	A licence issued as authority to act in a licensed flight service function.
Functional Group	A group of one or more sectors and/or work stations that provide an array of air traffic services identified by the ATS provider as requiring a common core of knowledge and skills.
Hazard	Any situation, condition or circumstance capable of causing injury or damage.
Helicopter	A heavier-than-air aircraft supported by the reaction of the air on one or more normally power-driven rotors on substantially vertical axes.

Helicopter is balanced	The skid ball in the balance indicator is less than a quarter of the ball diameter from the centre in forward flight.
Hold	A space confined by ceiling, floor, walls, and bulkhead, used for carrying load.
Hover helicopter	To maintain the helicopter over the hover point at nominated height and heading.
Hover point	That point on the surface of the earth over which a nominated part of the helicopter is maintained.
Human Factors	A developing and dynamic multi-disciplinary activity that aims to optimise the relationship between people and their activities by the systematic application of human sciences, integrated within the framework of systems engineering. Human Factors involves the study of the human's capabilities, limitations, and behaviours and the integration of that knowledge into the design of systems to enhance the safety, performance and the general well being of the operators of the systems.
Igloo -non-structural	A bottomless rigid shell made of fibreglass, metal or other suitable material. Its shape conforms to the contours of cargo aircraft envelopes. It covers the maximum usable area of an aircraft pallet to which it is secured during flight. This shell used in combination with an aircraft pallet and net assembly is known as a non-structural igloo.
In ground effect (IGE)	Hovering the helicopter less than 2/3 rotor diameter above a surface that restricts the induced flow.
Incident	An occurrence with the potential to cause ground damage or personal injury.
Interline	Transfer from one carrier to another.
Jet blast	The exhaust from a jet engine. This blast can create winds of up to 160 kph and high temperatures -stay clear.
Joining	Boarding or loading at a transit station.
Leadership	The ability to manage actions to induce other people to use their skills and knowledge to pursue a defined objective.
Lift off	The process of lifting the helicopter vertically from the surface to a stabilised hover.

Light on the skids or wheels	That with collective pitch (power) applied, and the helicopter still in contact with the ground, any application of cyclic pitch or anti torque pedal will produce a discernible movement by the helicopter.
Like type endorsement	An endorsement defined by the ATS provider which has attributes and requirements sufficiently similar to other within the functional group to be suited to generic recency requirements of familiarisation, training and assessment.
Line up checks	These checks are performed before take-off when lined up in the runway or take-off direction. The checks should include: • compass checked and aligned with take-off direction • engine instruments indicate engine within operating limits.
Load control	A function to ensure the optimum utilisation of the aircraft capacity and distribution of load as dictated by safety and operational requirements.
Loading instruction	Instructions given by Load Control to the person responsible for the aircraft loading.
Mail – diplomatic	Governments' property carried under special agreements.
Manual of Standards	The CASA manual which prescribes operational and technical standards pertaining to the licensing, and training for licensing, of specified aviation personnel including flight crew, air traffic service personnel, and so on.
Minimum power speed	The speed at which level flight can be maintained with minimum power required.
Movement	The arrival or departure of an aircraft.
Nets	A network of webbing affixed to an aircraft within its holds or to aircraft ULD for the purpose of restraining a load within the hold or in the ULD.
Pallet – aircraft	A platform with a flat under surface to standard aircraft requirements on which goods are assembled and secured by nets, straps, igloos, etc., and subsequently locked into the aircraft to achieve rapid loading/unloading on compatible aircraft conveying and restraint systems. As such, it becomes a component of the aircraft loading and restraint system.
Pedal/spot turn	Turning a hovering helicopter about a vertical axis which passes through a nominated part (normally the mast) of the aircraft.

Pre-manoeuvre checks	These checks are completed before performing manoeuvres that involve rapid changes of altitude, attitude or heading. The mnemonic "HASELL" may be used as a reminder for this check: H Height is sufficient to safely complete all manoeuvres A Airframe configuration is appropriate for manoeuvres S Security of harnesses and loose objects is ensured E Engine instruments are checked, RPM, mixture, boost pumps and carburettor heat are set as required. Fuel remaining is adequate
	L Location is correct, clear of built up areas, controlled airspace and restricted areas L Lookout is maintained before and during manoeuvres

Pre-descent or navigation turning point checks	These checks are completed before descending for approach and landing or operations at low level. The mnemonic 'CLEAR' may be used as a reminder for this check: C Compasses are synchronised and checked L Log position and ETA to next reporting point E Engine instruments and fuel are checked A Altimeter sub scale is set and new altitude is confirmed R Radio is tuned to operating frequency and intentions broadcast
Proficiency	The assessed level of ability to carry out the functions of an Endorsement as measured against the minimum prescribed standard in a formal performance assessment. Note: individuals are variously proficient.
Protective equipment	Equipment when worn minimises the risk of injury or disease, for example, ear muffs, gloves, shoes, sunglasses (if applicable) and so on.
Pushback	Push aircraft clear of aerobridge or bay for departure.
Qualification – education	The formal certification issued by a RTO under the Australian Qualifications Framework that a person has achieved all the requirements for a qualification as specified in a national Training Package endorsed by the Australian National Training Authority (ANTA) (in this case the Aviation Industry Training Package).
Qualification – regulatory	An authorisation associated with a licence issued by CASA, and forming part thereof, which defines a specified ancillary activity for which the holder is authorised.
Ramp	The area of an airport intended for accommodation of aircraft for loading, unloading, fuelling, parking and maintenance. Also known as the apron or tarmac.
Rating	An authorisation entered on or associated with a licence and forming part thereof, stating special conditions, privileges or limitations pertaining to such a licence.
Recency	The on-going practical application of a function for a required minimum period within the time frame specified.
Recommended Practice	Any specification of uniform application recognised as desirable for the safety of air navigation, and including any means proposed by a regulator to put that specification into effect.
Registration – aircraft	A unique alphanumeric designation for an aircraft. SECTOR Equivalent to "Leg" means the space between two consecutive

	scheduled stops on any given flight.
Rule	A direction prescribed by a service provider to satisfy maintenance of and compliance with a standard.
Safe(ly)	That a manoeuvre or flight is completed without injury to persons, damage to aircraft or breach of aviation safety regulations, while meeting the requirements of the Australian National Competency Standards for Private and Commercial Helicopter Pilots.
Safest outcome	That the manoeuvre or flight is completed with minimum damage or injury under the prevailing circumstances.
Sector	A volume of airspace defined for the purpose of providing an air traffic service.
Shut down checks	These checks are completed when committed to a forced landing after an engine failure. The purpose is to isolate fuel and electrical source that could lead to a fire. These checks may include: • throttle closed • boost pumps 'off' • mixture 'idle cut off' • fuel 'off' • magnetos off • generator(s)/alternator(s) 'off' • safety harness 'secure' • any other checks detailed in Flight Manual/POH • master switch 'off' when electrical services no longer required
Situation awareness	An appreciation of all factors relevant to the safe progress of a flight.
Slip port	Any port which may be visited other than the home port of the worker
Special load	A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading.
Stakeholder	Any person involved with, or affected by the flying operation to be performed.
Standard	Any specification of uniform application recognised as necessary for the safety of air navigation, and including any direction prescribed by a regulator to ensure conformity with that specification.
Standard operating procedures	Any procedure included in documents and publications authorised by the Civil Aviation Safety Authority.

Stress(ors)	A disturbing physiological or psychological influence on human performance which may impact adversely on the safe conduct of a flight or situation.
Take off	The process of accelerating the helicopter through translational lift with the intent of departing.
Tare weight	The weight of an empty unit load device. It includes all liners and/or fittings, etc. when these are required by the specification or as registered with IATA.
Terminate with power (and recover to the hover)	When associated with autorotative flight this term means that the application of collective pitch with engine and rotor RPM coordinated (needles joined) brings the helicopter to a stabilised hover (auto to powered flight).
Termination point	The 'termination point' associated with a landing, is the point at which the helicopter terminates the approach to the hover.
Tie-down	Equivalent to "Restrain/Secure/Lash" means the term used to describe the securing of the bulkload or part thereof to fixed restraint points within an aircraft or in a ULD, to conform to restraint and safety requirements.
Tie-down – equipment	May comprise any or all of the following items which have, been authorised for use* tie-downflashing rings, straps, webbing, nets, ropes, cable and chains.
Tie-down – points	Attachment points for the tie-dawn equipment to secure load on aircraft and/or ULDs.
Touchdown point	The 'touchdown point ' associated with a landing, is the point at which the helicopter landing gear first contacts the runway or landing area.
Transfer	Traffic which arrives on a flight and continues on another flight of the same airline or another airline within a defined time limit.
Tranship	A direct aircraft to aircraft transfer of ULD and/or its load.
Transit	Traffic which arrives on a flight and continues on the same flight.
Transit flight or through flight	A flight transiting one or more airports en route.
Transit station/airport	A scheduled en route stopping place on a flight.

Transit time	The time an aircraft remains in transit.
Trouble checks	Trouble checks are performed to determine the cause(s) of an engine failure and to prepare the engine for a restart. Trouble checks may include: • carburettor heat set as required • fuel selected to a tank containing fuel • mixture set to optimum • fuel boost pumps selected in accordance with Flight Manual/POH • throttle set • magnetos on
Ullage	The space in a tank not occupied by its contents. Used as a measure of storage space still available
Unit load device (ULD)	A unit in which deadload (i.e. baggage) is bulk loaded. The unit is then loaded into the aircraft.
Unserviceable	No longer able to be used, for example, because of wear, damage, and so on.
Violations	Intentional deviations from known rules or standards.
Visual cues	Visual cues associated with hovering, means any visual features or references that are used to determine the position or movement of a helicopter relative to the hover point.
Visual references	'Visual references' associated with hovering means the features within the visual range of the pilot that are used as visual cues to maintain the helicopter over a hover point.

Acronyms

AD	Airworthiness Directive
ADF	Automatic Direction Finder
AGL	Above Ground Level
AIP	Aeronautical Information Publication
ATC	Air Traffic Control
ATIS	Automatic Terminal Information Service
ATO	Approved Testing Officer
AVFAX	Meteorological and NOTAM Facsimile Service
ATS	Air Traffic Services

CAAP	Civil Aviation Advisory Publication
CAO	Civil Aviation Orders
CAR	Civil Aviation Regulations
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
CPL	Commercial Pilot Licence
CTA	Control Area
CTAS	Common Traffic Advisory Frequency
CTR	Control Zone
DECTALK	Automated Meteorological Telephone Briefing
DME	Distance Measuring Equipment
DR	Deduced/dead Reckoning
ERS(A)	En Route Supplement (Australia)
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
FROL	Flight Radio Operators Licence
FT	Feet
GAAP	General Aviation Aerodrome Procedures
GPS	Global Positioning System
HF	High Frequency
HLS	Helicopter Landing Site
IAS	Indicated Air Speed
KTS	Knots
MAP	Manifold Air Pressure

MBZ	Mandatory Broadcast Zone
MPP	Most Probable Position
NAIPS	National Aeronautical Information Processing System
NDB	Non Directional Beacon
NOTAM	Notice to Airmen
POH	Pilot Operating Handbook
PPL	Private Pilot Licence
QNH	Altimeter subscale setting to obtain elevation or altitude
RPM	Revolutions Per Minute
R/T	Radiotelephone
SARTIME	Time Search Action
SIF	Selective Identification Feature
SSR	Secondary Surveillance Radar
TAS	True Air Speed
TEMPO	Temporary changes to prevailing weather conditions for periods not exceeding 60 minutes
VMC	Visual Meteorological Conditions
VHF	Very High Frequency
VFR	Visual Flight Rules
VOR	VHF Omni-directional Radio Range

Phonetic Alphabet

A – Alpha	J – Juliet	S – Sierra
B – Bravo	K – Kilo	T – Tango
C – Charlie	L – Lima	U – Uniform
D – Delta	M – Mike	V – Victor

E – Echo	N – November	W – Whiskey
F – Foxtrot	O – Oscar	X – X-ray
G – Golf	P – Papa	Y – Yankee
H – Hotel	Q – Quebec	Z – Zulu
I – India	R – Romeo	

AVI10108 Certificate I in Aviation (Foundation Skills)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 1. Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities, most of which may be routine and predictable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI10108 Certificate I in Aviation (Foundation Skills)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Use communication systems and procedures used in basic aviation operations• Read and interpret relevant regulations, instructions, signs and labels applicable to aviation operations• Speak clearly and directly on matters related to aviation operations• Write basic documents as part of duties, including completion of relevant forms and incident and accident reports• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Assist in the resolution of any interpersonal conflicts that may arise during aviation operations• Avoid and prevent the harassment of others in the workplace• Collaborate with others in the course of aviation operations• Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report problems arising in the course of aviation operations• Monitor and anticipate problems that may occur in the course of aviation operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility• Recognise hazards and risks in a range of aviation situations and take appropriate precautions• Use mathematics to solve problems such as

Employability Skill**Industry/enterprise requirements for this qualification include:**

various basic calculations related to aviation operations.

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies that may arise during aviation operations
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with aviation and safety regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret basic information needed in the course of aviation operations
- Organise and plan own work activities
- Manage time and priorities in the course of aviation operations and other aviation activities

Self management

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Check own work performance.

Learning

- Adapt own competence in response to any changes in aviation operations
- Update own knowledge and skills required for aviation activities.

Technology

- Drive vehicle and use related equipment and tools required during aviation operations
- Follow and apply operational and servicing instructions for equipment used during aviation operations
- Follow and apply OH&S procedures when using aviation equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total of **7 units** comprising:

- at least 5 and up to 7 units from Certificate I units listed below
- where less than seven units are selected from the list below, the remaining units should be drawn from a relevant Certificate I qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit
A Handling Cargo/Stock	TLIA107C Secure cargo
B Equipment Checking and Maintenance	PRMCL04B Maintain a carpeted floor
	PRMCL17B Clean a wet area
	PRMCL37A Clean external surfaces
	PRMCL38A Clean a food handling area
	TLIB2407B Clean transportation units and facilities for passenger use
	TLIB2807B Maintain and use hand tools
C Driving Vehicle	TLIC107C Drive vehicle
D Load Handling	TLID107C Shift materials safely using manual handling methods
	TLID207C Shift a load using manually-operated equipment
E Communication and Calculations	TLIE307C Participate in basic workplace communication
	TLIE507C Carry out basic workplace calculations
F Safety Management	TLIF107C Follow occupational health and safety procedures
	TLIF207C Conduct housekeeping activities
	TLIF907C Conduct cleaning operations in enclosed spaces

G Teamwork	TLIG107C	Work effectively with others
I Customer Service	TLII207D	Apply customer service skills
L Resource Management	TLIL107C	Complete workplace orientation/induction procedures
O Security	TLIO207D	Follow security procedures
Z Situation Awareness	AVIZ1005B	Maintain basic situation awareness in the aviation workplace

The selected units when packaged together must provide a coherent qualification aligned at Certificate I level inclusive of the competencies necessary to fulfil occupational and regulatory requirements within the aviation industry.

AVI20208 Certificate II in Aviation (Flight Operations)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in 14 units that relate to work defined as Aviation (Flight Operations).

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Occupations may include:

Cabin crew

Cargo services operator.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI20208 Certificate II in Aviation (Flight Operations)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Implement and monitor communication systems and procedures required for aviation flight operations• Read and interpret relevant regulations, instructions, signs and labels applicable to aviation flight operations• Speak clearly and directly on matters related to aviation flight operations• Listen to and interpret verbal information related to aviation flight operations• Write documents as part of duties, including completion of relevant forms and reports• Negotiate issues with others in the course of aviation flight operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Collaborate with others in the course of aviation flight operations• Provide situational leadership as appropriate in the aviation flight workplace• Motivate others in the workplace• Assist others in the workplace to achieve and maintain competence• Assist in the resolution of any interpersonal conflicts that may arise during aviation flight operations• Avoid and prevent the harassment of others in the workplace• Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report problems arising in the course of aviation flight operations

Employability Skill

Industry/enterprise requirements for this qualification include:

- Monitor and anticipate problems that may occur in the course of aviation flight operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Identify and control hazards and risks in a range of aviation flight situations and take appropriate precautions
- Use mathematics to solve various calculations related to aviation flight operations.

Initiative and enterprise

- Modify activities dependent on differing aviation flight situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of aviation flight operations
- Organise and plan own work activities
- Manage time and priorities in the course of aviation flight operations.

Self management

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

Learning

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Contribute to the assessment of the competence of others in the workplace
- Adapt own competence in response to any changes in aviation flight operations
- Update own knowledge and skills required for aviation flight activities.

Technology

- Use equipment and materials required during aviation flight operations
- Follow and apply operational and servicing instructions for equipment used during aviation flight operations
- Follow and apply OH&S procedures when using aviation flight equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total **14 units**, comprising:

- at least 5 and up to 7 units from Certificate I in Aviation
- where less than seven units are selected, the remaining units should be drawn from a Certificate I qualification from any currently endorsed national Training Package or Accredited Course.

plus

- at least 5 and up to 7 units from Certificate II units listed below.
- where less than seven units are selected from the list below, the remaining units should be drawn from a relevant Certificate II qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit
A Handling/Cargo/Stock	TLIA1307C Receive goods
	TLIA1407C Use product knowledge to complete work operations
	TLIA2007C Replenish stock
	TLIA2207C Participate in stocktakes

B	Equipment Checking and Maintenance	TLIB107C	Check and assess operational capabilities of equipment
		TLIB2907B	Use and maintain minor mechanical equipment
D	Load Handling	AVID2006A	Load and secure aviation freight and baggage
		TLID307D	Handle dangerous goods/hazardous substances
		TLID1607C	Load and unload explosives and dangerous goods
E	Communication and Calculations	TLIE707B	Use communication systems
		TLIE807C	Process workplace documentation
F	Safety Management	AVIF2010B	Implement regulations and policies during aircraft safety and service operations
		AVIF2014A	Undertake aircraft underwater escape and survival
		TLIF1007C	Apply fatigue management strategies
		TLIF1207C	Apply safe procedures when handling/transporting dangerous goods or explosives
G	Teamwork	TLIG707B	Work in a socially diverse environment
I	Customer Service	AVII2001B	Provide customer service on an aircraft
		AVII2003C	Carry out beverage service on an aircraft
		AVII2004B	Provide advice on a cuisine on an aircraft
		AVII2006B	Conduct in-flight retailing
		AVII2008B	Provide assistance to transit and arriving passengers
		AVII2009B	Serve wine to aircraft passengers
		AVII2014B	Provide transport services to passengers with special needs

J	Quality	TLIJ107C	Apply quality procedures
K	Technology	TLIK107C	Use infotechnology devices and computer applications in the workplace
L	Resource Management	TLIL807C	Complete routine administrative tasks
O	Security	TLIO1307C	Administer the security of assets and facilities
P	Administrative and Finance	TLIQ107D	Conduct financial transactions
		TLIQ1207B	Sell products and services
U	Environment	TLIU707B	Care for the environment
W	Equipment and Systems Operations	AVIW2029A	Operate aircraft refuelling nozzle
		AVIW2030A	Be airborne extracted by suspended rope
		AVIW2031A	Be airborne extracted using suspended extraction equipment
		AVIW2032A	Fast rope from a helicopter
		AVIW2033A	Rappel from a helicopter

AVI20408 Certificate II in Aviation (Ground Operations and Service)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2. Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Occupations may include:

Check in and customer service

Baggage handling.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI20408 Certificate II in Aviation (Ground Operations and Service)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Use communication systems and procedures required for aviation ground operations• Read and interpret relevant regulations, instructions, signs and labels applicable to aviation ground operations• Speak clearly and directly on matters related to aviation ground operations• Write documents as part of duties, including completion of relevant forms and incident reports• Negotiate complex issues with others in the course of aviation ground operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Collaborate with others in the course of aviation ground operations• Contribute to the resolution of any interpersonal conflicts that may arise during aviation ground operations• Assist other team members to achieve and maintain competence where applicable• Avoid and prevent the harassment of others in the workplace• Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report problems arising in the course of aviation ground operations• Monitor and anticipate problems that may occur in the course of aviation ground operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Manage hazards and risks in a range of aviation ground situations and take appropriate precautions
- Use mathematics to solve problems such as various calculations involved in aviation ground operations.

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies that may arise during aviation ground operations
- Take appropriate initiatives in a range of diverse operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Check own compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Check own operational performance
- Collect and interpret information needed in the course of aviation ground operations
- Organise and plan own work activities
- Manage time and priorities in the course of aviation ground operations.

Self management

- Interpret and apply regulations, standard operating procedures and instructions
- Establish and follow own work plans and schedules
- Monitor and evaluate own work performance.

Learning

- Adapt own competence in response to any changes in aviation ground operations
- Assist others in the workplace to develop their competence
- Update own knowledge and skills required for aviation ground activities.

Technology

- Use the equipment and materials required during aviation ground operations
- Follow and apply operational and servicing instructions for equipment used during aviation

Employability Skill**Industry/enterprise requirements for this qualification include:**

- ground operations
- Follow and apply OH&S procedures when using aviation ground equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total **14 units**, comprising:

at least 5 and up to 7 units from Certificate I in Aviation

where less than seven units are selected, the remaining units should be drawn from a Certificate I qualification from any currently endorsed national Training Package or Accredited Course..

plus

at least 5 and up to 7 units from Certificate II units listed below.

where less than seven units are selected from the list below, the remaining units should be drawn from a relevant Certificate II qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit
A Handling Cargo/Stock	TLIA907D Complete and check import/export documentation
	TLIA307C Receive goods
	TLIA407C Use product knowledge to complete operations
	TLIA2007C Replenish stock
	TLIA2207C Participate in stocktakes
B Equipment Checking and Maintenance	TLIB107C Check and assess operational capabilities of equipment
	TLIB307C Carry out vehicle servicing and maintenance
	TLIB407C Carry out vehicle inspection
	TLIB707C Carry out maintenance of trailers
	TLIB807C Carry out inspection of trailers

		TLIB2907B	Use and maintain minor mechanical equipment
		TLIB7307B	Clean road tankers
C	Driving Vehicle	AVIC2001A	Drive on the airside
		TLIC307C	Drive medium rigid vehicle
D	Load Handling	AVID2001B	Accept dangerous goods for air transport
		AVID2003B	Prepare freight for flight
		AVID2004B	Conduct aviation freight weighing operations
		AVID2005B	Accept freight for air transport
		AVID2006A	Load and secure aviation freight and baggage
		AVID2007A	Unload aviation freight and baggage
		TLID307D	Handle dangerous goods/hazardous substances
		TLID407D	Load and unload goods/cargo
		TLID1007C	operate a forklift
		TLID1307C	Move materials mechanically using automated equipment
		TLID1607C	Load and unload explosives and dangerous goods
E	Communications and Calculations	TLIE107C	Present routine workplace information
		TLIE707B	Use communication systems
		TLIE807C	Process workplace documentation
F	Safety Management	AVIF2007B	Implement regulations and policies during check-in procedures
		AVIF2012A	Monitor the transfer of hazardous materials
		AVIF2019A	Work in aircraft confined spaces

		HLTFA301B	Apply first aid
		TLIF607C	Apply accident-emergency procedures
		TLIF1007C	Apply fatigue management strategies
		TLIF1207C	Apply safe procedures when handling/transporting dangerous goods or explosives
		TLIF1807B	Operate first fighting equipment
G	Teamwork	TLIG707B	Work in a socially diverse environment
I	Customer Service	AVII2007B	Check in aircraft passengers
		AVII2008B	Provide assistance to transit and arriving passengers
		AVII2014B	Provide transport services to passengers with special needs
		BSBCMM301A	Process customer complaints
J	Quality	AVIJ2001B	Contribute to the achievement of on-time performance standards
		TLIJ107C	Apply quality procedures
K	Technology	TLIK107C	Use infotechnology devices and computer applications in the workplace
		TLIK307C	Apply keyboard skills
		TLIK707C	Perform electronic data interchange (EDI) to transmit shipping documentation
L	Resource Management	AVIL2001B	Manage a check-in queue
		SITTTSL007A	Receive and process reservations
		TLIL807C	Complete routine administrative tasks
		TLIL3107B	Monitor and process attendance records
O	Security	AVIO2001A	Use firearms on an aerodrome to control wildlife hazards
		TLIO1107C	Provide revenue protection measures

	TLIO1307C	Administer the security of assets and facilities
P Administration and Finance	TLIQ107D	Conduct financial transactions
	TLIQ707C	Prepare and process financial documents
	TLIQ1207B	Sell products and services
	TLIT107C	Capture records into a records keeping system
	TLIT407C	Maintain control of records
	TLIT507C	Provide information from and about records
U Environment	TLIU707B	Care for the environment
W Equipment and Systems Operations	AVIW2002B	Operate an aerobridge
	AVIW2008B	Conduct baggage handling operations
	AVIW2010B	Operate baggage tug
	AVIW2029A	Operate aircraft refuelling nozzle

AVI30208 Certificate III in Aviation (Flight Operations)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3.

Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Occupations may include:

Cabin crew

Cargo services operator.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI30208 Certificate III in Aviation (Flight Operations)

Employability Skill	Industry/enterprise requirements for this qualification include:
Problem solving	<ul style="list-style-type: none"> Identify and solve or report problems arising in the course of aviation flight operations Monitor and anticipate problems that may occur in the course of aviation flight operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility Identify and control hazards and risks in a range of aviation flight situations and take appropriate precautions Use mathematics to solve various calculations related to aviation flight operations.
Initiative and enterprise	<ul style="list-style-type: none"> Modify activities dependent on differing aviation flight situations and contingencies Take appropriate initiatives in a range of operational situations such as those above Respond appropriately to any changes in equipment, standard operating procedures and the working environment.
Planning and organising	<ul style="list-style-type: none"> Follow and apply operational and emergency plans, systems and procedures Monitor systems and procedures for compliance with regulations and codes of practice Implement the workplace security and safety management systems Monitor and evaluate operational performance and compliance Collect and interpret information needed in the course of aviation flight operations Organise and plan own work activities Manage time and priorities in the course of aviation flight operations.
Self management	<ul style="list-style-type: none"> Interpret and apply regulations and instructions Establish and follow own work plans and schedules Evaluate own work performance.
Learning	<ul style="list-style-type: none"> Contribute to learning and assessment activities in the workplace Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace

Employability Skill	Industry/enterprise requirements for this qualification include: <ul style="list-style-type: none"> operating environment Assist in the instruction, coaching or mentoring of others in the workplace Contribute to the assessment of the competence of others in the workplace Adapt own competence in response to any changes in aviation flight operations Update own knowledge and skills required for aviation flight activities.
Technology	<ul style="list-style-type: none"> Use equipment and materials required during aviation flight operations Follow and apply operational and servicing instructions for equipment used during aviation flight operations Follow and apply OH&S procedures when using aviation flight equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total **21 units**, comprising:

- at least 5 and up to 7 units from Certificate I in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate I qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate II in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate II qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate III listed below
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate III qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit
A Handling Cargo/Stock	TLIA2307C Coordinate stocktakes

B	Equipment Checking and Maintenance	AVIB3004B	Manage and carry out pre- and post-flight cabin checks
D	Load Handling	TLID2007C	Care for livestock in transit
E	Communications and Calculations	TLIE207C	Estimate/calculate mass, area and dimensions
		TLIE407C	Prepare workplace documents
F	Safety Management	AVIF3005B	Maintain the safety of people and aircraft
		AVIF3006B	Respond to abnormal and emergency situations within the aircraft
		AVIF3016A	Marshal aircraft
		HLTFA301B	Apply first aid
		TLIF307C	Implement and monitor occupational health and safety procedures
H	Route Planning and Navigation	AVIH3002B	Advise on major services and attractions at aviation destinations
I	Customer Service	AVII3002B	Carry out food preparation and service on an aircraft
		AVII3005B	Apply knowledge of the structure, products and services of the airline operator
		AVII3010B	Carry out aircraft business/first class beverage service
		AVII3011A	Provide quality customer service
		BSBCUS301A	Deliver and monitor a service to customers
		TLII907C	Provide on-board services to customers

L	Resource Management	BSBWOR301A	Organise personal work priorities and development
		TLIL307C	Conduct induction process
N	Leadership and Supervision	TLIG207C	Lead a work team or group
O	Security	TLIO707C	Undertake emergency response action to a security threat
		TLIO1207C	Manage disruptive and/or unlawful behaviour
		TLIO1607B	Apply and monitor workplace security procedures
P	Administration and Finance	TLIQ707C	Prepare and process financial documents

AVI30408 Certificate III in Aviation (Ground Operations and Service)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3. Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Occupations may include:

Aerodrome operations
Supervisory baggage handling
Airport reporting officer
Aircraft refueller.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI30408 Certificate III in Aviation (Ground Operations and Service)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Implement and monitor communication systems and procedures required for aviation ground operations• Read and interpret relevant regulations, instructions, signs and labels applicable to the supervision of aviation ground operations• Speak clearly and directly on matters related to aviation ground operations• Listen to and interpret verbal information related to aviation ground operations• Write documents as part of duties, including completion of relevant forms, timesheets, service logs and incident reports• Negotiate issues with others in the course of aviation ground operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Collaborate with others in the course of aviation ground operations• Provide leadership to other personnel in the aviation ground workplace• Motivate others in the workplace• Assist others in the workplace to achieve and maintain competence• Assist in the resolution of any interpersonal conflicts that may arise during aviation ground operations• Avoid and prevent the harassment of others in the workplace• Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report problems arising in the course of aviation ground operations

Employability Skill

Industry/enterprise requirements for this qualification include:

- Monitor and anticipate problems that may occur in the course of aviation ground operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Identify and control hazards and risks in a range of aviation ground situations and take appropriate precautions
- Use mathematics to solve various calculations related to aviation ground operations.

Initiative and enterprise

- Modify activities dependent on differing aviation ground situations and contingencies
- Take appropriate initiatives in a range of operational situations such as those above
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of aviation ground operations
- Organise and plan own work activities
- Manage time and priorities in the course of aviation ground operations.

Self management

- Interpret and apply regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate own work performance.

Learning

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence

Employability Skill

Industry/enterprise requirements for this qualification include:

of others in the workplace

- Assist in the creation of a learning environment in the warehouse and storage workplace
- Adapt own competence in response to any changes in aviation ground operations
- Update own knowledge and skills required for aviation ground activities.

Technology

- Use equipment and materials required during aviation ground operations
- Follow and apply operational and servicing instructions for equipment used during aviation ground operations
- Follow and apply OH&S procedures when using and servicing aviation ground equipment and facilities.

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total of **21 units** comprising:

- at least 5 and up to 7 units from Certificate I in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate I qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate II in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate II qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate III listed in the following table
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate III qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit												
A Handling Cargo/Stock	<table> <tr> <td data-bbox="624 315 798 427">AVIA3001B</td><td data-bbox="798 315 1315 427">Package dangerous goods for air transport</td></tr> <tr> <td data-bbox="624 427 798 495">TLIA807C</td><td data-bbox="798 427 1315 495">Transfer cargo</td></tr> <tr> <td data-bbox="624 495 798 607">TLIA1007C</td><td data-bbox="798 495 1315 607">Coordinate goods to bond premises</td></tr> <tr> <td data-bbox="624 607 798 719">TLIA1507C</td><td data-bbox="798 607 1315 719">Complete receipt/despatch documentation</td></tr> <tr> <td data-bbox="624 719 798 831">TLIA1707C</td><td data-bbox="798 719 1315 831">Apply product knowledge to organise work operations</td></tr> <tr> <td data-bbox="624 831 798 891">TLIA2307C</td><td data-bbox="798 831 1315 891">Coordinate stocktakes</td></tr> </table>	AVIA3001B	Package dangerous goods for air transport	TLIA807C	Transfer cargo	TLIA1007C	Coordinate goods to bond premises	TLIA1507C	Complete receipt/despatch documentation	TLIA1707C	Apply product knowledge to organise work operations	TLIA2307C	Coordinate stocktakes
AVIA3001B	Package dangerous goods for air transport												
TLIA807C	Transfer cargo												
TLIA1007C	Coordinate goods to bond premises												
TLIA1507C	Complete receipt/despatch documentation												
TLIA1707C	Apply product knowledge to organise work operations												
TLIA2307C	Coordinate stocktakes												
B Equipment Checking and Maintenance	<table> <tr> <td data-bbox="624 891 798 1003">AVIB3001B</td><td data-bbox="798 891 1315 1003">Inspect and report on an aerodrome</td></tr> <tr> <td data-bbox="624 1003 798 1137">AVIB3002B</td><td data-bbox="798 1003 1315 1137">Inspect and report on aerodrome lighting systems</td></tr> <tr> <td data-bbox="624 1137 798 1272">AVIB3003B</td><td data-bbox="798 1137 1315 1272">Inspect and report on the Obstacle Limitation Surfaces</td></tr> <tr> <td data-bbox="624 1272 798 1317">TLIB207C</td><td data-bbox="798 1272 1315 1317">test equipment and isolate faults</td></tr> </table>	AVIB3001B	Inspect and report on an aerodrome	AVIB3002B	Inspect and report on aerodrome lighting systems	AVIB3003B	Inspect and report on the Obstacle Limitation Surfaces	TLIB207C	test equipment and isolate faults				
AVIB3001B	Inspect and report on an aerodrome												
AVIB3002B	Inspect and report on aerodrome lighting systems												
AVIB3003B	Inspect and report on the Obstacle Limitation Surfaces												
TLIB207C	test equipment and isolate faults												
C Driving Vehicle	<table> <tr> <td data-bbox="624 1317 798 1384">TLIC407D</td><td data-bbox="798 1317 1315 1384">Drive heavy rigid vehicle</td></tr> <tr> <td data-bbox="624 1384 798 1451">TLIC507D</td><td data-bbox="798 1384 1315 1451">Drive heavy combination vehicle</td></tr> <tr> <td data-bbox="624 1451 798 1563">TLIC707C</td><td data-bbox="798 1451 1315 1563">Operate vehicle carrying special loads</td></tr> <tr> <td data-bbox="624 1563 798 1630">TLIC807C</td><td data-bbox="798 1563 1315 1630">Drive coach/bus</td></tr> </table>	TLIC407D	Drive heavy rigid vehicle	TLIC507D	Drive heavy combination vehicle	TLIC707C	Operate vehicle carrying special loads	TLIC807C	Drive coach/bus				
TLIC407D	Drive heavy rigid vehicle												
TLIC507D	Drive heavy combination vehicle												
TLIC707C	Operate vehicle carrying special loads												
TLIC807C	Drive coach/bus												
D Load Handling	<table> <tr> <td data-bbox="624 1630 798 1742">TLID1507C</td><td data-bbox="798 1630 1315 1742">Identify and label explosives and dangerous goods</td></tr> <tr> <td data-bbox="624 1742 798 1809">TLID2007C</td><td data-bbox="798 1742 1315 1809">Care for livestock in transit</td></tr> <tr> <td data-bbox="624 1809 798 1906">TLID2707C</td><td data-bbox="798 1809 1315 1906">Prepare for transport of packaged dangerous goods</td></tr> </table>	TLID1507C	Identify and label explosives and dangerous goods	TLID2007C	Care for livestock in transit	TLID2707C	Prepare for transport of packaged dangerous goods						
TLID1507C	Identify and label explosives and dangerous goods												
TLID2007C	Care for livestock in transit												
TLID2707C	Prepare for transport of packaged dangerous goods												

E	Communication and Calculations	AVIE3003B	Complete a Notice to Airmen (NOTAM)
		AVIE3004B	Maintain radio communications as part of airport operations
		TLIE1207C	Consolidate manifest documentation
		TLIE207C	Estimate/calculate mass, area and quantify dimensions
		TLIE407C	Prepare workplace documents
		TLIE1807B	Maintain freight records
F	Safety Management	AVIF3004B	Supervise the safety of aerodrome works and general access
		AVIF2010B	Implement regulations and policies during aircraft safety and service operations
		AVIF3011B	Apply relevant laws and regulations to the management of an aerodrome
		AVIF3016A	Marshal aircraft
		HLTFA301B	Apply first aid
		TLIF307C	Implement and monitor occupational health and safety procedures
I	Customer Service	TLII907C	Provide on-board services to customers
		BSBCUS301A	Deliver and monitor a service to customers
J	Quality	TLIJ207C	Apply quality systems
		TLIJ707C	Conduct internal quality audits

L	Resource Management	AVIL3002B	Complete aircraft despatch duties
		AVIL3003B	Plan an aircraft load
		AVIL3004B	Assess pavement concessions
		BSBWOR301A	Organise personal work priorities and development
		SITTTSL007A	Receive and process reservations
		SITTTSL009A	Process travel-related documentation
		SITTTSL010A	Control reservations or operations using a computerised system
		SITTTSL012A	Construct domestic airfares
		SITTTSL013A	Construct normal international airfares
		SITTTSL014A	Construct promotional international airfares
		SITTTSL015A	Construct advanced international airfares
		TLIL307C	Conduct induction process
N	Leadership and Supervision	TLIG207C	Lead a work team or group
O	Security	TLIO707C	Undertake emergency response action to a security threat
		TLIO1207C	Manage disruptive and/or unlawful behaviour
		TLIO1607B	Apply and monitor workplace security procedures
P	Administration and Finance	TLIQ1307B	Advise on and construct fares for customers
		TLIT207C	Document a records system

		TLIT307C	Identify and classify records to be captured
R	Contract Procurement	AVIR3001B	Service customer airline contracts
W	Equipment and Systems Operations	AVIW3003B	Operate aircraft embarkation and disembarkation equipment
		AVIW3004B	Operate ramp equipment
		AVIW3005B	Operate aircraft push-out tug
		AVIW3006B	Refuel aircraft
		AVIW3011B	Defuel aircraft
		AVIW3021A	Coordinate aircraft ground operations
		AVIW3023A	Implement wildlife hazard control measures

AVI30510 Certificate III in Aviation (Rescue Crewman)

Modification History

Not applicable.

Description

Rationale:

This qualification reflects the role of a rescue crewman working in the helicopter operational environment. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3.

Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI30510 Certificate III in Aviation (Rescue Crewman)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Implement and monitor communication systems and procedures required for rescue operations• Read and interpret relevant regulations, instructions, signs and labels applicable to aviation rescue operations• Speak clearly and directly on matters related to aviation rescue operations• Listen to and interpret verbal information related to rescue operations• Write documents as part of duties, including completion of relevant forms and reports• Negotiate issues with others in the course of rescue operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Collaborate with others in the course of rescue operations• Provide situational leadership as appropriate in the flight workplace• Motivate others in the workplace• Assist others in the workplace to achieve and maintain competence• Assist in the resolution of any interpersonal conflicts that may arise during rescue operations• Avoid and prevent the harassment of others in the workplace• Work with persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report problems arising in the course of rescue operations• Monitor and anticipate problems that may occur in the course of rescue operations including

Employability Skill**Industry/enterprise requirements for this qualification include:**

hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility

- Identify and control hazards and risks in a range of aviation flight situations and take appropriate precautions
- Use mathematics to solve various calculations related to rescue operations.

Initiative and enterprise

- Modify activities dependent on differing rescue situations and contingencies
- Take appropriate initiatives in a range of operational situations
- Respond appropriately to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Follow and apply operational and emergency plans, systems and procedures
- Monitor systems and procedures for compliance with regulations and codes of practice
- Implement the workplace security and safety management systems
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed in the course of rescue operations
- Organise and plan own work activities
- Manage time and priorities in the course of rescue operations.

Self management

- Interpret and apply regulations and instructions
- Establish and follow work plans and schedules where applicable
- Evaluate own work performance.

Learning

- Contribute to learning and assessment activities in the workplace
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
- Assist in the instruction, coaching or mentoring of others in the workplace
- Contribute to the assessment of the competence of others in the workplace
- Adapt own competence in response to any

Employability Skill**Industry/enterprise requirements for this qualification include:**

changes in rescue operations

- Update own knowledge and skills required for rescue activities.
- Use equipment and materials appropriately as required during rescue operations
- Follow and apply operational and servicing instructions for equipment used during rescue operations
- Follow and apply OH&S procedures when using flight equipment and facilities.

Technology**Packaging Rules****Requirements for completion of the qualification:**

A successful assessment outcome for a total of **14 units** comprising:

- **9 core units** listed below

plus

- **5 elective units.** At least **3 of the elective units** must be selected from the elective units list below. Up to **2 elective units** with appropriate contextualisation may be selected from any currently endorsed national Training Package or accredited course. Where the choice of a unit from another currently endorsed national Training Package or accredited course is made, this unit must come from a qualification or course at Certificate II or above and must contribute towards the vocational outcome of the qualification.

Core Units

Field		Unit	
A	Handling Cargo/Stock	TLIA107C	Secure Cargo
F	Safety Management	AVIF4001B	Manage human factors in aircraft flight
		AVIF3005B	Maintain the safety of people and aircraft
		AVIF3006B	Respond to abnormal and emergency situations within the aircraft

		AVIF2014A	Undertake aircraft underwater escape and survival
		PUAFIR209B	Work safely around aircraft
W	Equipment and Systems Operations	AVIW3024A	Perform wireman duties
		AVIW3025A	Complete aircraft/equipment pre- and post-flight actions
Z	Situation Awareness	AVIZ1005B	Maintain basic situation awareness in the aviation workplace

Elective Units

Field		Unit	
E	Communication Calculations	AVIE4001B	Maintain aircraft radio communications
F	Safety Management	AVIF3016A	Marshal aircraft
		HLTFA201A	Provide basic emergency life support
		HLTFA404A	Apply advanced resuscitation techniques
O	Security	TLIO207D	Follow security procedures
W	Equipment and Systems Operations	AVIW3006B	Refuel aircraft
		AVIW3026A	Conduct night aided vision aviation operations
		AVIW3027A	Deliver pyrotechnics and hand held stores
		AVIW4028A	Manage aircraft sensor systems
Y	Aircraft Operation and Traffic Management	AVIY4051A	Conduct external load-lift operations
		AVIY3052A	Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations

AVIY4054A	Conduct hoisting operations
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AVI40108 Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at Certificate 4. This qualification has been structured to align with applicable aviation licensing and regulatory requirements.

Note: additional requirements must be fulfilled in line with the current Civil Aviation Safety Regulations before a licence will be issued. These requirements include theory tests, flying hours and a flight test.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills.

Occupations include:

Commercial aeroplane pilot.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI40108 Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Establish and implement communication systems and procedures required for aeroplane flight operations• Listen to and interpret verbal information related to aeroplane flight operations• Read and interpret relevant regulations, instructions, signs and labels applicable to aeroplane flight operations• Speak clearly and directly on diverse and complex matters related to aeroplane flight operations• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports• Negotiate complex issues with others in the course of aeroplane flight operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Provide leadership to aeroplane flight personnel• Motivate others in the workplace• Collaborate with others in the course of aeroplane flight operations• Manage the resolution of any interpersonal conflicts that may arise during aeroplane flight operations• Manage the avoidance and prevention of harassment of others in the workplace• Manage persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report complex problems arising in the course of aeroplane flight operations

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Monitor and anticipate problems that may occur in the course of aeroplane flight operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise during aeroplane flight operations
- Use mathematics to solve problems such as various calculations related to a wide range of aeroplane flight operations.

Initiative and enterprise

- Modify activities dependent on differing aeroplane flight situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when supervising aeroplane flight operations
- Organise and plan own supervisory activities
- Manage time and priorities in the course of aeroplane flight operations.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Packaging Rules

Requirements for completion of the qualification:

To gain the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) a successful assessment outcome for the following **15 core units** must be achieved:

Field	Unit
E Communication and Calculations	AVIE4001B Maintain aircraft radio communications
F Safety Management	AVIF4001B Manage human factors in aircraft flight
H Route Planning and Navigation	AVIH4001B Navigate aircraft - VFR
I Customer Service	AVII4012B Manage aircraft passengers and cargo
W Equipment and Systems Operations	AVIW4001B Manage pre- and post-flight actions
Y Aircraft Operation and Traffic Management	AVIY4001B Control aeroplane on the ground
	AVIY4002B Take off aeroplane
	AVIY4003B Control aeroplane in normal flight
	AVIY4004B Land aeroplane
	AVIY4005B Execute advanced aeroplane manoeuvres and procedures
	AVIY4006B Manage abnormal aeroplane flight situations
	AVIY4007B Manage aircraft fuel
	AVIY4008B Control aircraft solely by reference to full instrument panel
	AVIY4009B Control aircraft solely by reference to limited instrument panel
Z Situation Awareness	AVIZ4001B Manage situation awareness in aircraft flight

AVI40208 Certificate IV in Aviation (Commercial Pilot Helicopter Licence)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at Certificate 4. This qualification has been structured to align with applicable aviation licensing and regulatory requirements.

Note: additional requirements must be fulfilled in line with the current Civil Aviation Safety Regulations before a licence will be issued. These requirements include theory tests, flying hours and a flight test as well as 2 additional units for defence specific VFR.
Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices, and provision of some leadership and guidance to others in the application and planning of the skills

Occupations include:

Commercial Helicopter Pilot.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI40208 Certificate IV in Aviation (Commercial Pilot Helicopter Licence)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Establish and implement communication systems and procedures required for helicopter flight operations• Listen to and interpret verbal information related to helicopter flight operations• Read and interpret relevant regulations, instructions, signs and labels applicable to helicopter flight operations• Speak clearly and directly on diverse and complex matters related to helicopter flight operations• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports• Negotiate complex issues with others in the course of helicopter flight operations• Recognise and interpret non-verbal signs, signals and behaviour• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Provide leadership to helicopter flight personnel• Motivate others in the workplace• Collaborate with others in the course of helicopter flight operations• Manage the resolution of any interpersonal conflicts that may arise during helicopter flight operations• Manage the avoidance and prevention of harassment of others in the workplace• Manage persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report complex problems arising in the course of helicopter

Employability Skill**Industry/enterprise requirements for this qualification include:**

flight operations

- Monitor and anticipate problems that may occur in the course of helicopter flight operations including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise during helicopter flight operations
- Use mathematics to solve problems such as various calculations related to a wide range of helicopter flight operations.

Initiative and enterprise

- Modify activities dependent on differing helicopter flight situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when supervising helicopter flight operations
- Organise and plan own supervisory activities
- Manage time and priorities in the course of helicopter flight operations.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace

Employability Skill**Industry/enterprise requirements for this qualification include:**

to any changes in helicopter flight systems, equipment and procedures and the workplace operating environment

- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in helicopter flight operations
- Update own knowledge and skills required for helicopter flight supervisory activities.
- Use complex equipment and systems required during helicopter flight operations
- Implement and monitor operational and maintenance procedures and systems for equipment used during helicopter flight operations
- Implement and monitor the application of OH&S procedures when using helicopter flight equipment and facilities.

Technology

Packaging Rules

Requirements for completion of the qualification:

To gain the Certificate IV in Aviation (Commercial Pilot Helicopter Licence) a successful assessment outcome for the following **15 core units** must be achieved:

Field	Unit
E Communication and Calculations	AVIE4001B Maintain aircraft radio communications
F Safety Management	AVIF4001B Manage human factors in aircraft flight
H Route Planning and Navigation	AVIH4001B Navigate aircraft - VFR
I Customer Service	AVII4012B Manage aircraft passengers and cargo
W Equipment and Systems Operations	AVIW4001B Manage pre- and post-flight actions
Y Aircraft Operation and Traffic Management	AVIY4007B Manage aircraft fuel
	AVIY4011B Control helicopter on the ground
	AVIY4012B Control helicopter in hovering flight
	AVIY4013B Taxi helicopter
	AVIY4014B Take off helicopter and approach to hover
	AVIY4015B Control helicopter in normal flight
	AVIY4017B Execute advanced helicopter manoeuvres and procedures
	AVIY4018B Manage abnormal and emergency helicopter flight situations
	AVIY4019B Operate helicopter at low level
Z Situation Awareness	AVIZ4001B Manage situation awareness in aircraft flight

AVI40408 Certificate IV in Aviation (Ground Operations and Service)

Modification History

Not applicable.

Description

Rationale:

A general qualification for the Aviation Industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4. Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practice, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI40408 Certificate IV in Aviation (Ground Operations and Service)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Establish and implement communication systems and procedures as required for activities• Listen to and interpret verbal information related daily activities• Read and interpret relevant regulations, instructions, signs and labels applicable daily activities• Speak clearly and directly on diverse and complex matters related to daily activities• Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports• Negotiate complex issues with others in the course of daily activities• Recognise and interpret non-verbal signs, signals and behaviours• Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none">• Provide leadership during activities as appropriate• Motivate others in the workplace• Collaborate with others in the course of daily activities• Manage the resolution of any interpersonal conflicts that may arise during activities• Manage the avoidance and prevention of harassment of others in the workplace• Manage persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none">• Identify and solve or report complex problems arising in the course of daily activities• Monitor and anticipate problems that may occur in the course of activities including

Employability Skill**Industry/enterprise requirements for this qualification include:**

hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility

- Manage the control of hazards and risks in a range of complex and diverse situations that may arise
- Use mathematics to solve problems such as various calculations related to a wide range of daily activities.
- Modify activities dependent on differing situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Initiative and enterprise**Planning and organising**

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when undertaking daily activities
- Organise and plan own activities
- Manage time and priorities.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Learning

- Organise learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to any changes in systems, equipment and procedures and the

Employability Skill**Industry/enterprise requirements for this qualification include:**

workplace operating environment

- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace as appropriate
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in daily activities
- Update own knowledge and skills required for daily activities.
- Use complex equipment and systems required during daily activities
- Implement and monitor operational and maintenance procedures and systems for equipment used
- Implement and monitor the application of OH&S procedures while undertaking daily activities.

Technology

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total of **28 units** comprising:

- at least 5 and up to 7 units from Certificate I in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate I qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate II in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate II qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate III in Aviation
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate III qualification from any currently endorsed national Training Package or Accredited Course

plus

- at least 5 and up to 7 units from Certificate IV listed in the following table
- where less than seven units are selected, the remaining units should be drawn from a relevant Certificate IV qualification from any currently endorsed national Training Package or Accredited Course.

Field	Unit	
A Handling Cargo/Stock	TLIA207C	Maintain container/cargo records
	TLIA507C	Check and evaluate records and documentation
	TLIA1107C	Package goods
	TLIA2507D	Regulate temperature controlled stock
	TLIA3007C	Organise cargo for export
	TLIA3107C	Consolidate freight
	TLIA3207C	Organise transport of freight or goods
	TLIA3307C	Organise international transport of freight
C Driving Vehicle	AVIC4002A	Administer airside driving
	TLIC607C	Drive multi-combination vehicle

E Communications and Calculations	TLIE607D	Collect, analyse and present workplace data and information
	TLIE1307C	Apply workplace statistics
	TLIE1407C	Compile and process export documentation
F Safety Management	HLTFA402B	Apply advanced first aid
	TLIF707C	Implement and coordinate accident-emergency procedures
	TLIF1407C	Develop and maintain a safe workplace
	TLIF6307A	Administer the implementation of fatigue management strategies
	TLIF6407A	Manage fatigue management policy and procedures
G Teamwork	BSBMGT401A	Show leadership in the workplace
	TLIG607C	Facilitate work teams
I Customer Service	TLII107D	Coordinate quality customer service
	TLII507C	Market services and products to clients
J Quality	AVIJ4002B	Conduct quality control operations related to refuelling/defuelling aircraft
L Resource Management	TLIL507D	Apply conflict/grievance resolution strategies
	TLIL907C	Manage personal work priorities and professional development
	TLIL1007C	Assess and confirm customer transport requirements
	TLIL3207B	Implement equal employment equity strategies
	TLIL3307B	Promote effective workplace practice
	TLIL3607B	Develop rosters
	TLIL3707B	Apply and amend rosters

O Security	AVIO4003A	Implement airside access
P Administration and Finance	TLIP107C	Develop plans to meet customer and organisation needs
	TLIP207C	Facilitate and capitalise on change in the workplace
	TLIP507C	Manage workplace information
	TLIQ1007B	Maintain customer credit accounts and services
R Contract Procurement	TLIR107C	Monitor supplier performance
	TLIR207C	Source goods/services and evaluate contractors
	TLIR307C	Negotiate a contract
U Environment	TLIU107B	Implement and monitor environmental protection policies and procedures
	TLIU607B	Conduct environmental audits
W Equipment and Systems Operations	AVIW5022A	Coordinate the removal of disabled aircraft
	AVIW4034A	Supervise aircraft refuelling

AVI40508 Certificate IV in Aviation (Leadership and Supervision)

Modification History

Not applicable.

Description

Rationale:

This qualification reflects the role of a workplace supervisor, customer service supervisor, cabin crew customer service manager, frontline manager or team leader/coordinator in the Aviation environment.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practice, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Pathways Information

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI40508 Certificate IV in Aviation (Leadership and Supervision)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill

Industry/enterprise requirements for this qualification include:

Communication

- Establish and implement communication systems and procedures required for leadership and supervisory activities
- Listen to and interpret verbal information related to leadership and supervisory activities
- Read and interpret relevant regulations, instructions, signs and labels applicable to leadership and supervisory activities
- Speak clearly and directly on diverse and complex matters related to leadership and supervisory activities
- Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports
- Negotiate complex issues with others in the course of leadership and supervisory activities
- Recognise and interpret non-verbal signs, signals and behaviour
- Use relevant communication equipment.

Teamwork

- Provide leadership during leadership and supervisory activities
- Motivate others in the workplace
- Collaborate with others in the course of leadership and supervisory activities
- Manage the resolution of any interpersonal conflicts that may arise during leadership and supervisory activities
- Manage the avoidance and prevention of harassment of others in the workplace
- Manage persons of different ages, gender, race, religion, political persuasion, etc.

Employability Skill**Industry/enterprise requirements for this qualification include:****Problem solving**

- Identify and solve or report complex problems arising in the course of leadership and supervisory activities
- Monitor and anticipate problems that may occur in the course of leadership and supervisory activities including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility
- Manage the control of hazards and risks in a range of complex and diverse situations that may arise during leadership and supervisory activities
- Use mathematics to solve problems such as various calculations related to a wide range of leadership and supervisory activities.

Initiative and enterprise

- Modify activities dependent on differing situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Collect and interpret information needed when undertaking leadership and supervisory activities
- Organise and plan own supervisory activities
- Manage time and priorities in the course of leadership and supervisory activities.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and

Employability Skill**Industry/enterprise requirements for this qualification include:**

schedules

Learning

- Evaluate and monitor own work performance.
- Organise learning and assessment activities for others in the workplace
- Manage adaptation of others in the workplace to any changes in helicopter flight systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Assist in creating a learning environment in the workplace
- Adapt own competence in response to any changes in leadership and supervisory activities
- Update own knowledge and skills required for leadership and supervisory activities.
- Use complex equipment and systems required during leadership and supervisory activities
- Implement and monitor operational and maintenance procedures and systems for equipment used during leadership and supervisory activities
- Implement and monitor the application of OH&S procedures while undertaking leadership and supervisory activities.

Technology**Packaging Rules****Requirements for completion of the qualification:**

A successful assessment outcome for a total of **15 units** comprising:

12 core units listed below

plus

3 elective units from the elective units list.

Core Units

Field	Unit
F Safety Management	BSBOHS407A Monitor a safe workplace
G Teamwork	BSBMGT401A Show leadership in the workplace
	BSBMGT402A Implement operational plan
	BSBWOR402A Promote team effectiveness
	TLIG707B Work in a socially diverse environment
I Customer Service	AVII4015A Monitor and enhance customer service excellence
L Resource Management	TLIL507D Apply conflict/grievance resolution strategies
	TLIL3207B Implement equal employment equity strategies
	TLIL3307B Promote effective workplace practice
O Security	TLIO707C Undertake emergency response action to a security threat
P Administration and Finance	TLIP207C Facilitate and capitalise on change in the workplace
	TLIP507C Manage workplace information
Elective Units	
Field	Unit
E Communication and Calculation	TLIE607D Collect, analyse and present workplace data and information
F Safety Management	AVIF3005B Maintain the safety of people and aircraft
	AVIF3006B Respond to abnormal and emergency situations within the aircraft
	AVIF4008A Supervise cabin safety and security

	HLTFA301B	Apply first aid
	HLTFA402B	Apply advanced first aid
	HLTFA404A	Apply advanced resuscitation techniques
	TLIF707C	Implement and coordinate accident-emergency procedures
G Teamwork	BSBMGT502B	Manage people performance
I Customer Service	AVII4012B	Manage aircraft passengers and cargo
	AVII4013A	Supervise cabin operations
	TLII107D	Coordinate quality customer service
	TLII507C	Market services and products to clients
L Resource Management	AVIL3003B	Plan an aircraft load
	BSBHRM402A	Recruit, select and induct staff
	SITXHRM008A	Manage workplace relations
P Administration and Finance	TLIP107C	Develop plans to meet customer and organisation needs
	TLIP707C	Contribute to the development of a workplace learning environment
U Environment	TLIU107B	Implement and monitor environmental protection policies and procedures
W Equipment and Systems Operations	AVIW4034A	Supervise aircraft refuelling

AVI40610 Certificate IV in Aviation (Aircrewman)

Modification History

Not applicable.

Description

Rationale:

This qualification reflects the role of an Aircrewman working in the helicopter operational environment. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4. Qualifications should be structured to align with licensing and regulatory requirements applicable to the occupation concerned.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI40610 Certificate IV in Aviation (Aircrewman)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Implement communication systems and procedures required for Aircrewman functions • Listen to and interpret verbal information related to Aircrewman tasks • Read and interpret relevant regulations, instructions, signs and labels applicable to Aircrewman functions • Speak clearly and directly on diverse and complex matters • Write documents as part of duties, including completion of relevant forms, maintenance schedules and accident and incident reports • Negotiate complex issues with others in the course of carrying out Aircrewman tasks • Recognise and interpret non-verbal signs, signals and behaviours • Use relevant communication equipment.
Teamwork	<ul style="list-style-type: none"> • Provide leadership as required • Motivate self and others in the workplace • Collaborate with others in the course of Aircrewman functions • Resolve any interpersonal conflicts that arise • Manage the avoidance and prevention of harassment of others in the workplace • Manage persons of different ages, gender, race, religion, political persuasion, etc.
Problem solving	<ul style="list-style-type: none"> • Identify and solve and/or report complex problems arising in the course of work • Monitor and anticipate problems that may occur in the course of Aircrewman functions including hazards and risks and take appropriate action to report or resolve the problems within limits of responsibility

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Manage the control of hazards and risks in a range of complex and diverse situations that may arise
- Use mathematics to solve problems such as various calculations related to a wide range of Aircrewman functions.

Initiative and enterprise

- Modify activities dependent on differing flight situations and contingencies
- Take appropriate initiatives in a diverse range of operational situations such as those above
- Manage the response to any changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement and monitor operational and emergency plans, systems and procedures
- Implement and monitor systems and procedures for maintaining compliance with regulations and codes of practice
- Monitor the implementation of the workplace security and safety management systems (where applicable)
- Monitor and evaluate operational performance and compliance
- Organise and plan own supervisory activities
- Manage time and priorities in the course of Aircrewman functions.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance.

Learning

- Manage adaptation of others in the workplace to any changes in flight systems, equipment and procedures and the workplace operating environment
- Instruct, coach or mentor others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace as required
- Adapt own competence in response to any changes in Aircrewman functions
- Update own knowledge and skills required for

Employability Skill**Industry/enterprise requirements for this qualification include:**

flight supervisory activities.

Technology

- Use complex equipment and systems required during Aircrewman tasks
- Implement and monitor operational and maintenance procedures and systems for equipment used during Aircrewman functions
- Implement and monitor the application of OH&S procedures when using flight equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total of **21 units** comprising:

- **14 core units** listed below

plus

- **7 elective units.** At least **4 of the elective units** must be selected from the elective units list below. Up to **3 elective units** with appropriate contextualisation may be selected from any currently endorsed national Training Package or accredited course. Where the choice of a unit from another currently endorsed national Training Package or accredited course is made, this unit must come from a qualification or course at Certificate III or above and must contribute towards the vocational outcome of the qualification.

Core Units

Field	Unit	
A Handling Cargo/Stock	TLIA107C	Secure cargo
E Communication and Calculations	TLIE207C	Estimate/calculate mass, area and quantify dimensions
F Safety Management	AVIF4001B	Manage human factors in aircraft flight
	AVIF3005B	Maintain the safety of people and aircraft
	AVIF3006B	Respond to abnormal and emergency situations within the aircraft

	AVIF2014A	Undertake aircraft underwater escape and survival
	PUAFIR209B	Work safely around aircraft
L Resource Management	AVIL3003B	Plan an aircraft load
N Leadership and Supervision	BSBMGT401A	Show leadership in the workplace
W Equipment and Systems Operations	AVIW3025A	Complete aircraft/equipment pre- and post-flight actions
Y Aircraft Operation and Traffic Management	AVIY4051A	Conduct external load-lift operations
	AVIY3052A	Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations
	AVIY4054A	Conduct hoisting operations
Z Situation Awareness	AVIZ1005B	Maintain basic situation awareness in the aviation workplace

Elective Units

Field	Unit	
E Communication and Calculations	AVIE4001B	Maintain aircraft radio communications
	AVIE3003B	Complete a Notice to Airmen (NOTAM)
F Safety Management	AVIF3016A	Marshal aircraft
	HLTFA201A	Provide basic emergency life support
	HLTFA404A	Apply advanced resuscitation techniques
J Quality	AVIJ4002B	Conduct quality control operations related to refuelling/defuelling aircraft

O Security	TLIO207D	Follow security procedures
W Equipment and Systems Operations	AVIW3006B	Refuel aircraft
	AVIW3024A	Perform wireman duties
	AVIW3026A	Conduct night aided vision aviation operations
	AVIW3027A	Deliver pyrotechnics and hand held stores
	AVIW4028A	Manage aircraft sensor systems
Y Aircraft Operation and Traffic Management	AVIY4053A	Perform aircrewman cockpit duties
	AVIY4055A	Conduct airborne extraction operations
	AVIY4056A	Conduct airborne rappelling operations

AVI50308 Diploma of Aviation (Air Traffic Control)

Modification History

Not applicable.

Description

Rationale:

A specialist qualification for the aviation industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 5. Qualifications should be structured to align with licensing and regulatory requirements applicable to Air Traffic Controllers.

The self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for AVI50308 Diploma of Aviation (Air Traffic Control)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Communicate effectively with managers, staff, clients and suppliers in the course of air traffic control• Listen to and interpret complex verbal information related to air traffic control including the clarification and confirmation of work requirements and the receiving of operational feedback• Read and interpret applicable regulations, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, etc.• Speak clearly and directly on diverse and complex matters related to air traffic control including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff• Write complex documents including communicating with internal and external stakeholders and preparing reports, project plans, specifications and technical reports• Responsibly negotiate complex issues with others in the course of air traffic control including resolving conflict, obtaining resources necessary to achieve objectives and negotiating processes and procedures appropriate to statutory and legal requirements• Recognise and interpret non-verbal signs, signals and behaviour• Establish and implement the organisation's

Employability Skill**Industry/enterprise requirements for this qualification include:**

communication systems and procedures

- Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation
- Use numeracy effectively to understand operational and data, perform calculations, forecast resource requirements, and audit performance.

Teamwork

- Provide situational leadership in appropriate circumstances
- Manage the resolution of any interpersonal conflicts that may arise in the course of air traffic control
- Motivate self and others
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to colleagues
- Provide information, instruction, training and supervision where required
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of air traffic control
- Work collaboratively with stakeholders in the context of air traffic control
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

Problem solving

- Develop practical solutions for problems arising in the course of air traffic control including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the

Employability Skill**Industry/enterprise requirements for this qualification include:**

course of air traffic control

- Solve problems in teams including responding to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them.

Problem solving (continued)

- Test assumptions taking the context of data and circumstances into account
- Audit and review systems and plans
- Use applicable mathematics to solve complex problems related to air traffic control.

Initiative and enterprise

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts
- Value input from colleagues
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement operational and emergency plans, systems and procedures for the organisation
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Contribute to the monitoring, evaluation and reporting on operational performance and compliance
- Collect, analyse, interpret and organise information needed during air traffic control activities

**Planning and organising
(continued)**

- Prepare scope of work and work plans for self and team members where required
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of air traffic control
- Ensure feedback and other data contribute to improvements in operational effectiveness.

Self management

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and other stakeholders
- Maintain effective networks.

Learning

- Adapt to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Identify personal training needs

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Adapt own competence in response to any changes in air traffic control processes
- Update own knowledge and skills required for air traffic control activities.
- Use complex equipment and IT systems required during air traffic control activities
- Apply a range of IT skills
- Use IT to organise and access data including the monitoring of air traffic control processes, including the tracking of aircraft and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during air traffic control activities
- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.

Technology

Packaging Rules

Requirements for completion of the qualification:

A successful assessment outcome for a total of at least **8 units** comprising:

- all **7 units** from the **core units** listed below
- plus
- at least **1 elective unit** from the elective units list.

Core Units

Field	Unit
E Communication and Calculation	AVIE5002B Apply air traffic control communication procedures and services
F Safety Management	AVIF5003B Manage human performance and team resources during air traffic control operations
	AVIF5013A Provide SAR alerting and emergency control
G Teamwork	AVIG5001B Work professionally in an air traffic control workplace
W Equipment and Systems Operations	AVIW5013B Operate air traffic control equipment and workstations
Y Aircraft Operation and Traffic Management	AVIY5022B Manage traffic flow
Z Situation Awareness	AVIZ5049A Manage situational awareness in the air traffic control environment

Elective Units

Field	Unit
Y Aircraft Operation and Traffic Management	AVIY5048A Provide approach control services
	AVIY5049A Provide area control services
	AVIY5050A Provide aerodrome control services

AVI50408 Diploma of Aviation (Instrument Flight Operations)

Modification History

Not applicable.

Description

Rationale:

A specialist qualification for the aviation industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 5. Qualifications should be structured to align with licensing and regulatory requirements applicable to Instrument Flight Operations.

The self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for

AVI50408 Diploma of Aviation (Instrument Flight Operations)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none">• Communicate effectively with others while in flight• Listen to and interpret complex verbal information related to the flight including the clarification and confirmation of work requirements and the receiving of operational feedback• Read and interpret applicable regulations, policy documents, flight plans, instrument panels, technical data, signage, labels, safety management systems, charts, project plans, etc.• Speak clearly and directly on diverse and complex matters related to the flight including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions and information, communicating operational details to internal and external stakeholders, and providing support and feedback to crew• Write complex documents including preparing reports, plans, specifications and technical reports• Responsibly negotiate complex issues with others in the course of flight including obtaining information necessary to achieve objectives and negotiating processes and procedures appropriate to statutory and legal requirements• Recognise and interpret non-verbal signs, signals and behaviours• Implement communication systems, protocols and procedures• Use networks including active involvement

Employability Skill**Industry/enterprise requirements for this qualification include:**

in professional networks and the building of relationships to provide benefits for the team and organisation

- Use numeracy effectively to understand operational flight data, perform calculations, forecast requirements and measure performance.

Teamwork

- Provide situational leadership in appropriate circumstances
- Motivate self and others
- Coach, mentor and give feedback to colleagues
- Provide information, instruction, training and supervision where required
- Manage the avoidance and prevention of harassment of others in the workplace
- Collaborate with others in the flight course
- Work collaboratively with stakeholders in the flight context
- Work with others of different ages, gender, race, religion, culture etc.

Problem solving

- Develop practical solutions for problems arising in the course of flight including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of flight
- Respond to changes in environment or circumstances, coordinating requirements and evaluating and monitoring ongoing performance
- Show independence and initiative in identifying problems and solving them.
- Review systems and plans
- Use applicable mathematics to solve complex problems related to flight.

Initiative and enterprise

- Modify activities dependent on differing work situations and contingencies

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts
- Value input from colleagues
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Implement operational and emergency plans, systems and procedures
- Implement systems and procedures for maintaining compliance with applicable regulations and codes of practice as far as practicable
- Implement workplace security and safety management systems (where applicable)
- Contribute to the monitoring, evaluation and reporting on operational performance and compliance
- Collect, analyse, interpret and organise information needed during flight activities
- Prepare scope of work and work plans for self and team members where required
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of flight
- Ensure feedback and other data contribute to improvements in operational effectiveness.
- Interpret and apply relevant regulations and

Self management

Employability Skill**Industry/enterprise requirements for this qualification include:**

instructions

- Establish and follow own work plans and schedules
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and other stakeholders
- Maintain effective networks.
- Adapt to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Identify personal training needs
- Adapt own competence in response to any changes in operational environment
- Update own knowledge and skills required for flight activities.

Learning**Technology**

- Use complex equipment and IT systems required during flight
- Apply a range of IT skills
- Use IT to organise and access data including the monitoring of the flight including the instrument and the recording and the reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during flight
- Implement and monitor the application of

Employability Skill**Industry/enterprise requirements for this qualification include:**

OH&S procedures when using IT and other equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total of at least **9 units** comprising:

- **8 core units** listed below

plus

- at least **1 of the elective units** listed below.

NB: An **optional units list** is also provided so as to allow organisations the flexibility to meet specific needs beyond the mandatory 9 units which make up the qualification.

Core Units

Field	Unit
H Route Planning and Navigation	AVIH5016A Plan a flight under Instrument Flight Rules (IFR)
	AVIH5017A Navigate aircraft -IFR
W Equipment and Systems Operations	AVIW5018A Operate and manage aircraft systems
Y Aircraft Operation and Traffic Management	AVIY5020A Conduct full instrument panel manoeuvres
	AVIY5021A Conduct limited instrument panel manoeuvres
	AVIY5025A Perform an instrument arrival
	AVIY5027A Perform instrument departure - non published procedure
	AVIY5033A Perform visual circling approach

Elective Units

Field	Unit
Y Aircraft Operation and Traffic Management	AVIY5034A Perform non-directional beacon (NDB) instrument approach
	AVIY5035A Perform VHF omni-directional radio range (VOR) instrument approach

Optional Units

Field	Unit
Y Aircraft Operation and Traffic Management	AVIY5023A Operate multi-engine fixed wing aeroplane
	AVIY5026A Perform standard arrival route (STAR)
	AVIY5028A Perform instrument departure - published procedure (SIDSRD)
	AVIY5036A Perform instrument landing system (ILS) instrument approach
	AVIY5037A Perform distance measuring equipment (DME)/global positioning system arrival
	AVIY5038A Perform global positioning system (GPS)/non-precision approach (NPA)
	AVIY5065A Operate a multi-engine helicopter

AVI50510 Diploma of Aviation (Flight Instructor)

Modification History

Not applicable.

Description

Rationale:

A specialist qualification for the aviation industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 5. Qualifications should be structured to align with licensing and regulatory requirements applicable to Flight Instruction.

The self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements:

Entrants to the Diploma must have either the AVI40108 Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or AVI40208 Certificate IV in Aviation (Commercial Pilot Helicopter Licence) or be able to demonstrate equivalent competence.

Employability Skills Summary

Employability Skills Summary for

AVI50510 Diploma of Aviation (Flight Instructor)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill

Industry/enterprise requirements for this qualification include:

Communication

- Communicate effectively with others while in flight and conducting flight instruction
- Utilise a range of communication skills such as: listening, questioning, reading, interpreting and writing documents
- Use effective facilitation and interpersonal skills including verbal and non-verbal signs, signals and behaviours
- Provide feedback to students and colleagues
- Listen to and interpret complex verbal information related to flight training including the clarification and confirmation of work requirements and the receiving of operational feedback
- Read and interpret applicable regulations, policy documents, flight plans, training plans, safety management systems, charts, etc.
- Responsibly negotiate complex issues with others in the course of flight training including obtaining information necessary to achieve training objectives and negotiating processes and procedures appropriate to statutory and legal requirements
- Use networks including active involvement in professional networks and the building of

Employability Skill**Industry/enterprise requirements for this qualification include:**

relationships to provide benefits for the individual, the team and organisation

- Use numeracy effectively to understand operational flight data, perform calculations, forecast requirements and measure performance.

Teamwork

- Provide leadership in appropriate circumstances
- Motivate self and others
- Coach, mentor and provide feedback to colleagues and students
- Provide information, instruction, training, assessment and supervision where required
- Manage the avoidance and prevention of harassment of others in the workplace
- Collaborate with colleagues to compare, review and evaluate assessment processes and outcomes
- Manage work relationships and seek feedback from stakeholders on professional performance
- Work with others of different ages, gender, race, religion, culture etc.
- Actively participate in assessment validation sessions.

Problem solving

- Develop practical solutions for problems arising in the course of flight training including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of flight training and implementing and applying risk management systems
- Identify and manage hazards and risks in complex and diverse situations that may occur in the course of flight training
- Respond to changes in environment or circumstances, coordinating requirements and evaluating and monitoring ongoing performance
- Show independence and initiative in identifying problems and solving them
- Use applicable mathematics to solve

Employability Skill**Industry/enterprise requirements for this qualification include:****Initiative and enterprise**

complex problems related to flight training.

- Interpret the learning environment and select delivery approaches which motivate and engage learners
- Modify activities dependent on differing work situations and contingencies
- Monitor and improve work practices to enhance inclusivity and learning
- Take appropriate initiatives in complex and diverse situations
- Recognise and respond to changes in internal and external operating environments
- Contribute to continuous improvement processes
- Be creative in approaches to change and innovation
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts
- Value input from colleagues
- Implement the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Develop training and assessment plans and procedures that maintain compliance with applicable regulations and codes of practice
- Contribute to the monitoring, evaluation and reporting of training performance and compliance
- Research, read, analyse, interpret and organise information needed during flight training activities
- Interpret collected evidence and make judgements of competency
- Prepare scope of work and work plans for self and team members where required
- Be resourceful in planning for and assessing risks in training
- Manage time and priorities in the course of flight training

Employability Skill**Industry/enterprise requirements for this qualification include:****Self management**

- Ensure feedback and other data contribute to improvements in training effectiveness.
- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules
- Adhere to ethical and legal responsibilities
- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives including the planning, delivery and review of training
- Have confidence in own vision and goals
- Be a role model for inclusiveness and demonstrate professionalism
- Develop trust and confidence in staff and other stakeholders
- Maintain effective networks.

Learning

- Undertake self evaluation and reflection
- Research and adapt to any changes in systems, equipment, policies and procedures to maintain currency of knowledge and skills
- Be open to new ideas and change and in particular promote a culture of learning in the workplace including seeking feedback in formulating improvements to practice
- Provide instruction, coaching and mentoring of staff and students
- Assess the competence of others in the workplace
- Identify personal, staff and student training needs
- Adapt own competence in response to any changes in operational environment
- Facilitate individual and work based learning.

Technology

- Use technology to enhance outcomes i.e. online delivery, synthetic training devices, research using the web
- Apply a range of IT skills
- Use complex equipment and IT systems required for flight training

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Use student information management systems to record assessments
- Use IT to organise and access data including the monitoring of flight training
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during flight training
- Implement and monitor the application of OH&S procedures when using IT and other equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total of at least **12 units** comprising:

- **8 core units** listed below

plus

- **4 elective units.** At least **2 of the elective units** must be selected from the elective units list below. Up to **2 elective units** with appropriate contextualisation may be selected from any currently endorsed national Training Package or accredited course. Where the choice of a unit from another currently endorsed national Training Package or accredited course is made, this unit must come from a qualification or course at Certificate IV or above and must contribute towards the vocational outcome of the qualification.

Core Units

Field	Unit
M Training and Assessment	AVIM5002A Conduct aeronautical knowledge training
	AVIM5003A Conduct flight training
	AVIM5005A Conduct training for the issue of an endorsement
	AVIM5008A Conduct flight review
	BSBCMM401A Make a presentation

	TAED301A	Provide work skill instruction
	TAED402A	Plan, organise and facilitate learning in the workplace
	TAEASS402A	Assess competence
Elective Units		
Field	Unit	
F Safety Management	TLIF1007C	Apply fatigue management strategies
	TLIF6307A	Administer the implementation of fatigue management strategies
L Resource Management	TLIL507D	Apply conflict/grievance resolution strategies
	TLIL907C	Manage personal work priorities and professional development
M Training and Assessment	AVIM5001A	Operate a simulator
	AVIM5004A	Facilitate training in a synthetic environment
	TAEASS401A	Plan assessment activities and processes
	TAEASS403A	Participate in assessment validation
	TAEASS502A	Design and develop assessment tools
	TAED401A	Plan, organise and deliver group-based learning
	TAED402A	Use training packages and accredited courses to meet client needs
	TAELLN401A	Address adult language, literacy and numeracy skills
	TAESUS501A	Analyse and apply sustainability skills to learning programs

N Leadership and Supervision

BSBLED401A	Develop teams and individuals
BSBMGT401A	Show leadership in the workplace
TLIG207C	Lead a work team or group

AVI60110 Advanced Diploma of Aviation (Flight Instruction)

Modification History

Not applicable.

Description

Rationale:

A specialist qualification for the aviation industry. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 6. Qualifications should be structured to align with applicable licensing and regulatory requirements. *The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved, knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others. Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.*

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements:

Entrants to the Advanced Diploma must have the core units of competency of the AVI50510 Diploma of Aviation (Flight Instructor) or be able to demonstrate equivalent competence.

Employability Skills Summary

Employability Skills Summary for

AVI60110 Advanced Diploma of Aviation (Flight Instruction)

The following table contains a summary of the employability skills as identified by the Aviation Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill

Industry/enterprise requirements for this qualification include:

Communication

- Apply high level language and literacy skills including the ability to communicate effectively and to develop and enhance student performance
- Establish and maintain strategies for communication and networking
- Listen to and interpret complex verbal information related to flight training including the clarification and confirmation of work requirements and the receiving of operational feedback
- Read and interpret applicable regulations, policy documents, flight plans, training plans, safety management systems, charts, project plans, etc.
- Write complex documents including preparing reports, plans, specifications and technical reports
- Responsibly negotiate complex issues with others in the course of flight training including obtaining information necessary to achieve training objectives and negotiating processes and procedures appropriate to statutory and legal requirements
- Implement communication systems, protocols and procedures
- Use networks including active involvement

Employability Skill**Industry/enterprise requirements for this qualification include:**

in professional networks and the building of relationships to provide benefits for the individual, the team and the organisation

- Use advanced facilitation techniques with students and training staff
- Determine training needs and prepare proposals and written reports to meet client needs
- Consult via interviews, meetings, etc.
- Provide management and leadership of flight training staff and students
- Coordinate training and assessment systems
- Coach, mentor and give feedback to flight training staff and students
- Provide information, instruction and training where required
- Manage the avoidance and prevention of harassment of others in the workplace
- Provide collaborative facilitation to assist others to improve their performance in the flight training environment
- Organise and manage training staff to meet client needs based on skills and personal attributes
- Develop and evaluate learning programs customised for individual or group needs
- Work collaboratively with stakeholders in the flight training context
- Maintain effective relationships with staff, students and stakeholders
- Work with others of different ages, gender, race, religion, culture etc.

Teamwork**Problem solving**

- Design training programs and learning strategies based on characteristics of individuals or target groups
- Calculate, identify and manage resource issues related to training, i.e. facilities, equipment, staff, time and cost
- Manage flight training including identifying and assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and implementing and

Employability Skill**Industry/enterprise requirements for this qualification include:**

applying risk management systems

- Manage hazards and risks in complex and diverse situations that may occur in the course of flight training
- Conduct risk analyses and contingency planning for new and existing training delivery
- Respond to changes in environment or circumstances, coordinate requirements, evaluate and monitor ongoing performance
- Investigate, analyse and evaluate scope of training services
- Show independence and initiative in identifying problems and solving them
- Review systems and plans.
- Develop innovative and responsive approaches to improve professional practice which motivate and engage staff and students
- Modify activities dependent on differing work situations and contingencies
- Monitor and improve work practices to enhance inclusivity and learning
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Manage continuous improvement processes including exploring options and evaluating processes to ensure continuous improvement
- Role model, develop and promote innovation
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts
- Value input from staff and students
- Manage and lead the response to any contingencies and changes in equipment, standard operating procedures and the working environment
- Apply design skills to develop innovative and flexible cost effective programs.

Initiative and enterprise

Employability Skill**Industry/enterprise requirements for this qualification include:****Planning and organising**

- Manage operations and develop policies, procedures, emergency plans and systems and maintain appropriate documentation
- Manage systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Manage workplace security, fatigue management systems and safety management systems (where applicable)
- Monitor, evaluate and report on training, operational performance and compliance
- Collect, research, read, analyse, interpret and organise information for a range of purposes including meeting compliance and other legal requirements required for the conduct of flight training
- Determine training schedules, maintenance and resource requirements applicable to the conduct of flight training
- Plan, prioritise and organise workflow
- Interpret collected evidence and make judgements of competency
- Manage the planning and assessment of risks in flight training
- Manage time and priorities in the course of flight training
- Ensure feedback and other data contribute to improvements in training and operational effectiveness
- Work with clients in designing learning programs that address individual and/or group needs
- Determine training schedules, human, physical and material resources required for learning and assessment.

Self management

- Interpret and apply relevant regulations and instructions
- Ensure ethical, legal and organisational requirements underpin all training and operational practices
- Establish and manage staff work plans and schedules
- Reflect on, evaluate and monitor own

Employability Skill**Industry/enterprise requirements for this qualification include:**

professional performance

- Role model high standards of performance, inclusiveness, professionalism and participate in professional development activities
- Take responsibility for staff meeting work objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and other stakeholders
- Maintain effective networks.

Learning

- Develop and extend own expertise in facilitation
- Source opportunities including researching information and accessing policies and frameworks to maintain currency and increase own of knowledge and skills
- Adapt to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular manage, facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide instruction, coaching and mentoring of staff and students as required
- Assess competence of others in the training environment and workplace
- Develop learner independence, extend their learning styles and readiness to learn
- Identify personal, staff, and student training needs and professional development opportunities
- Reflect on own learning
- Adapt own competence in response to any changes in operational environment
- Facilitate individual, group based and work based learning.

Technology

- Use complex equipment and IT systems required for flight training
- Apply a range of IT skills

Employability Skill**Industry/enterprise requirements for this qualification include:**

- Use student information management systems to record assessments and monitor assessment processes and practices
- Use technology to distribute information to staff, students and clients
- Identify and organise technology and equipment needs prior to training
- Develop feedback tools and collate feedback using technology
- Prepare presentations, submissions, reports and other documentation using a wide range of software packages
- Use the web to conduct research
- Use IT to organise and access data including the monitoring of the flight training, fatigue management systems and safety management systems
- Applying IT as a management tool to store and organise data
- Manage and monitor operational and maintenance procedures and systems for equipment used during flight training
- Manage and monitor the application of OH&S procedures when using IT and other equipment and facilities.

Packaging Rules**Requirements for completion of the qualification:**

A successful assessment outcome for a total of at least **15 units** comprising:

- **10 core units** listed below

plus

- **5 elective units.** At least **3 of the elective units** must be selected from the elective units list below. Up to **2 elective units** with appropriate contextualisation may be selected from any currently endorsed national Training Package or accredited course. Where the choice of a unit from another currently endorsed national Training Package or accredited course is made, this unit must come from a qualification or course at Diploma or above and must contribute towards the vocational outcome of the qualification.

Core Units

Field	Unit
M Training and Assessment	TAADES501B Design and develop learning strategies
	TAAENV501B Maintain and enhance professional practice
	TAEDES401A Design and develop learning programs
	TAE LLN401A Address adult language, literacy and numeracy skills
N Leadership and Supervision	AVIN6003A Manage flight training
	BSBMGT502A Manage people performance
	BSBLED401A Develop teams and individuals
	TAAASS501B Lead and coordinate assessment systems and services
	TAACMQ503B Lead and conduct training and/or assessment evaluations
P Administration and Finance	BSBRKG502B Manage and monitor business or records systems

Elective Units

Field	Unit
G Teamwork	BSBHRM402A Recruit, select and induct staff
	BSBMKG501B Identify and evaluate marketing opportunities
	BSBWOR502A Ensure team effectiveness
	BSBW RK509A Manage industrial relations
	CHCCAR501B Conduct career guidance interview

J	Quality	BSBAUD402B	Participate in a quality audit
M	Training and Assessment	AVIM5001A	Operate a simulator
		AVIM5004A	Facilitate training in a synthetic environment
		AVIM6006A	Deliver operational flight management training
		TAACMQ501B	Develop training and/or assessment organisational policies and procedures
		TAEDEL401A	Plan, organise and deliver group-based learning
		TAADEL503B	Provide advanced facilitation to support learning
		TAADES502B	Design and develop learning resources
		TAATAS502B	Prepare a tender bid
		TAATAS503B	Manage contracted work
		TAATAS504B	Facilitate group processes
		TAESUS501A	Analyse and apply sustainability skills to learning programs
N	Leadership and Supervision	TAACMQ504B	Determine and manage scope of training and/or assessment services
		TAACMQ505B	Lead a team to foster innovation
		TAADEL504B	Lead and coordinate training services
P	Administration and Finance	BSBFIM501A	Manage budgets and financial plans

AVISS00001 Aerobatic Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIY4061A	Perform aerobatic manoeuvres
AVIY4062A	Perform an aerobatic sequence
AVIY4066A	Control aircraft in advanced flight manoeuvres
Pathway	
The Skill Set is to be undertaken in addition to either the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who work specifically in the Aerobatic Pilot operational environment.	
Suggested words for Statement of Attainment	
These competencies from the AVI08 Aviation Training Package meet the needs of Aerobatic Pilots. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as an Aerobatic Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.	

Target Group

Not applicable.

Suggested words for Statement of Attainment

Not applicable.

AVISS00005 Airborne Rappelling Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part of the Certificate II in Aviation (Flight Operations) or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIW2032A	Fast rope from a helicopter
AVIW2033A	Rappel from a helicopter
PUAFIR209B	Work Safely around aircraft

Target Group

Target Group:

This is a Skill Set covering the role of an Airborne Rappeller within the aviation operational environment.

A total of **3** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of Airborne Rappellers. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as an Airborne Rappeller in the aviation operational environment.

AVISS00006 Airborne Rappelling Supervisor Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part of the Certificate IV in Aviation (Aircrewman), or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIY4055A	Conduct airborne extraction operations
AVIY4056A	Conduct airborne rappelling operations

Target Group

Target Group:

This is a Skill Set covering the role of an Airborne Rappelling Supervisor within the aviation operational environment.

A total of 2 units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>These competencies from the AVI08 Aviation Training Package meet the needs of Airborne Rappelling Supervisors. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as an Airborne Rappelling Supervisor in the aviation operational environment.</p>

AVISS00007 Airborne Recovery Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part of the Certificate II in Aviation (Flight Operations) or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIW2030A	Be airborne extracted by suspended rope
AVIW2031A	Be airborne extracted using suspended extraction equipment
PUAFIR209B	Work Safely around aircraft

Target Group

Target Group:

This is a Skill Set covering the role of personnel engaged in airborne recovery activities within the aviation operational environment.

A total of **3** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of personnel engaged in airborne recovery activities. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons engaged in airborne recovery activities in the aviation operational environment.

AVISS00008 Aircraft Underwater Escape Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part of the Certificate II in Aviation (Flight Operations), the Certificate III in Aviation (Rescue Crewman), the Certificate IV in Aviation (Aircrewman), or be achieved separately. This Skill Set targets those personnel who work specifically in the aviation operational environment who require aircraft underwater escape skills.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIF2014A	Undertake aircraft underwater escape and survival
HLTFA201A	Provide basic emergency life support
PUAFIR209B	Work Safely around aircraft

Target Group

Target Group:

This is a Skill Set covering a range of roles in the aviation operational environment that require aircraft underwater escape skills including: flight crew, emergency services occupations, airborne observer and other roles not related to flight crew.

A total of 3 units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of personnel working in the helicopter operational environment who require aircraft underwater escape skills. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

AVISS00009 Aviation Operator Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part of the Certificate III in Aviation (Ground Operations and Service), the Certificate III in Aviation (Flight Operations), or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

A total of 4 units of competency must be completed.	
Core	
AVIZ1005B	Maintain basic situation awareness in the aviation workplace
PUAFIR209B	Work safely around aircraft
TLIE707B	Use communication systems
TLIO207D	Follow security procedures

Target Group

Target Group:

This is a Skill Set covering a range of support roles in the Helicopter operational environment including: ground support personnel, maintenance personnel, emergency services occupations, airborne observer and other roles not related to flight crew.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies meet the needs of the Aviation Operator. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as aviation operators in the Helicopter operational environment.

AVISS00010 Aviation Supervisory Cabin Crew Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to the Certificate IV in Aviation (Leadership and Supervision) and targets those supervisors who work specifically in the Cabin Crew operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

A total of 4 units of competency must be completed.	
Core	
AVIF3005B	Maintain the safety of people and aircraft
AVIF3006B	Respond to abnormal and emergency situations within the aircraft
HLTFA404A	Apply advanced resuscitation techniques
TLIH107D	Coordinate quality customer service

Target Group

Target Group:

This is a Skill Set covering the role of the Supervisor in the Cabin Crew within the aviation operational environment.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of Supervisory Cabin Crew. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as in a supervisory role of cabin crew in the aviation operational environment.

AVISS00011 Emergency Breathing System Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to the Aircraft Underwater Escape Skill Set and targets those personnel who work specifically in the aviation operational environment who utilise emergency breathing systems.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIF2015A	Utilise emergency breathing system

Target Group

Target Group: This is a Skill Set covering a range of roles in the aviation operational environment where Emergency Breathing Systems are utilised including: flight crew, emergency services occupations, airborne observer and other roles not related to flight crew.
A total of 1 unit of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of personnel working in the helicopter operational environment who utilise emergency breathing systems. The competency is drawn from nationally endorsed Training Packages, and provides the skills and knowledge required by persons working in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00012 External Load Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to the Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who work specifically in the External Load Pilot operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIY4058A	Pilot a helicopter during external load operations

Target Group

Target Group: This is a Skill Set covering the role of an External Load Pilot within the aviation operational environment.
A total of 1 unit of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of External Load Pilots. The competency is drawn from nationally endorsed Training Packages, and provides the skills and knowledge required by persons working as an External Load Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00013 Formation Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to either the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who work specifically in the Formation Pilot operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIY4063A	Perform close formation flight
AVIY4064A	Lead an aircraft formation flight

Target Group

Target Group:

This is a Skill Set covering the role of the Formation Pilot within the aviation operational environment.

A total of **2** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of Formation Pilots. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as a Formation Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

AVISS00015 Helicopter Wireman Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part the Certificate III in Aviation (Flight Operations), or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIW3024A	Perform wireman duties

Target Group

Target Group:
This is a Skill Set required as part of occupational roles involved in performing wireman duties from a rotary wing aircraft.
A total of 1 unit of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of the helicopter wireman. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge required by persons involved in performing wireman duties from a rotary wing aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00016 Manual Handle Freight/Baggage in Aircraft Cargo Hold Confined Spaces Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
This Skill Set may form part of the Certificate II in Aviation (Ground Operations and Service) or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVID2006A	Load and secure aviation freight and baggage
AVID2007A	Unload aviation freight and baggage
AVIF2019A	Work in aircraft confined spaces

Target Group

Target Group:

This Skill Set targets those ground operations personnel who specifically load, secure and unload aviation freight and baggage in an aircraft cargo hold confined space.

A total of 3 units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of ground operations personnel who load, secure and unload aviation freight and baggage in an aircraft cargo hold confined space. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working in an aircraft cargo hold confined space who load, secure and unload aviation freight and baggage. Licensing, legislative, regulatory or certification requirements are applicable to this Skill Set.

AVISS00017 Marine Transfer Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to the Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who work specifically in the Marine Transfer Pilot operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIY4057A	Perform helicopter deck landing operations

Target Group

Target Group: This is a Skill Set covering the role of the Marine Transfer Pilot within the aviation operational environment.
A total of 1 unit of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of Marine Transfer Pilots. The competency is drawn from nationally endorsed Training Packages, and provides the skills and knowledge required by persons working as a Marine Transfer Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00018 Night Aided Vision Aviation Operations Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set may form part the Certificate III in Aviation (Flight Operations), or be achieved separately.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIW3026A	Conduct night aided vision aviation operations

Target Group

Target Group: This is a Skill Set covering roles involved in conducting fixed and rotary wing night aided vision aviation operations.
A total of 1 unit of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of personnel involved in night aided vision aviation operations as part of their broader job role. The competency is drawn from a nationally endorsed Training Package, and provides the skills and knowledge required to plan and conduct fixed and rotary wing night aided vision aviation operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00019 Night Visual Flight Rules (NVFR) Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to either the Certificate IV in Aviation (Commercial Pilot Aeroplane Licence) or Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who specifically require NVFR Pilot rating in the aviation operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIH4012A	Plan a flight under Night Visual Flight Rules (NVFR)
AVIH4013A	Navigate aircraft - NVFR
AVIY5020A	Conduct full instrument panel manoeuvres
AVIY5021A	Conduct limited instrument panel manoeuvres
AVIY4024A	Operate aircraft in the traffic pattern at night

Target Group

Target Group:

This is a Skill Set covering the role of the Night Visual Flight Rules (NVFR) Pilot within the aviation operational environment. This Skill Set does not meet the requirements of a Private Pilot operating under NVFR.

A total of **5** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of NVFR Pilots. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as a NVFR Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this Skill Set.

AVISS00021 Rappelling and Winching Pilot Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set is to be undertaken in addition to the Certificate IV in Aviation (Commercial Pilot Helicopter Licence) and targets those pilots who work specifically in the Rappelling and Winching Pilot aviation operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Units	
AVIY4059A	Pilot a helicopter during roping operations
AVIY4060A	Pilot a helicopter during winching operations

Target Group

Target Group: This is a Skill Set covering the role of a Rappelling and Winching Pilot within the aviation operational environment.
A total of 2 units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>These competencies from the AVI08 Aviation Training Package meet the needs of Rappelling and Winching Pilots. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as a Rappelling and Winching Pilot in the aviation operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</p>

AVISS00022 Simulator Operator Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set targets those personnel who work specifically in the Simulator Operator operational environment.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIM5001A	Operate a simulator

Target Group

Target Group:
This is a Skill Set covering the role of the Simulator Operator within the aviation operational environment.
A total of 1 unit of competency must be completed

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment
<p>This competency from the AVI08 Aviation Training Package meets the needs of Simulator Operators. The competency is drawn from nationally endorsed Training Packages, and provides the skills and knowledge required by persons working as a Simulator Operator in the aviation operational environment.</p>

AVISS00023 Simulator Operator/Trainer Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set targets those personnel who work specifically in the Simulator Operator/Trainer operational environment. Additionally personnel who are employed in this role should hold the required licencing, qualifications and/or competencies relevant for the training that they are conducting.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIM5001A	Operate a simulator
AVIM5004A	Facilitate training in a synthetic environment
TAEDEL301A	Provide work skill instruction

Target Group

Target Group:

This is a Skill Set covering the role of the Simulator Operator/Trainer within the aviation operational environment.

A total of **3** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

These competencies from the AVI08 Aviation Training Package meet the needs of Simulator Operators/Trainers. The competencies are drawn from nationally endorsed Training Packages, and provide the skills and knowledge required by persons working as a Simulator Operator/Trainer in the aviation operational environment.

AVISS00024 Simulator Trainer Skill Set

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathway
The Skill Set targets those personnel who work specifically in the Simulator Trainer operational environment. Additionally personnel who are employed in this role should hold the required licencing, qualifications and/or competencies relevant for the training that they are conducting.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Unit	
AVIM5004A	Facilitate training in a synthetic environment
TAEDEL301A	Provide work skill instruction

Target Group

Target Group:

This is a Skill Set covering the role of the Simulator Trainer within the aviation operational environment.

A total of **2** units of competency must be completed.

Suggested words for Statement of Attainment

Suggested words for Statement of Attainment

This competency from the AVI08 Aviation Training Package meets the needs of Simulator Trainers. The competency is drawn from nationally endorsed Training Packages, and provides the skills and knowledge required by persons working as a Simulator Trainer in the aviation operational environment.

AVIA3001B Package dangerous goods for air transport

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to package dangerous goods for air transport in accordance with IATA and other relevant regulatory requirements, including selecting appropriate packing instructions, identifying and selecting packing, packaging the dangerous goods, labelling and marking dangerous goods, and stowing the packaged dangerous goods in accordance with regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant IATA, CASA and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and relevant regulations during packaging of dangerous goods for air transport across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select appropriate packing instructions	<p>1.1 Type of dangerous goods to be transported is identified in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Appropriate packing instructions for the identified type of dangerous goods are selected in accordance with the relevant regulatory requirements</p>
2 Identify and select packing	<p>2.1 Required packing materials are identified and selected in accordance with workplace procedures and regulatory requirements</p> <p>2.2 Checks are made to confirm that the selected packing has undergone all required tests in accordance with the relevant regulatory requirements</p> <p>2.3 Where required, combination of packing is checked to confirm that it has been appropriately tested in accordance with the relevant regulatory requirements</p>
3 Package the dangerous goods	<p>3.1 Dangerous goods are packaged using the selected packing materials in accordance with workplace procedures and regulatory requirements</p> <p>3.2 Approved absorbent materials and cushioning is used in accordance with the relevant regulatory requirements</p>
4 Label and mark the packaged dangerous goods	<p>4.1 Packaged dangerous goods are labelled and marked in accordance with workplace procedures and regulatory requirements</p>
5 Stow the packaged dangerous goods	<p>5.1 Packaged dangerous goods are stowed in a warehouse in accordance with workplace procedures and regulatory requirements</p> <p>5.2 Relevant personnel are advised of the disposition of the stowed packaged dangerous goods in accordance with workplace procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to packaging, packing, marking, labelling, documenting, storing and despatching of dangerous goods designated for air transport, including IATA and CASA requirements
- Relevant OH&S and environmental procedures and regulations
- Safety principles for the packaging of dangerous goods for air transport
- Characteristics and ways of identifying various types of dangerous goods
- Workplace procedures for packaging, packing, marking, labelling, documenting, storing and despatching of dangerous goods designated for air transport
- Documentation requirements for the transport of appropriate dangerous goods by air
- Risks that exist when packaging dangerous goods for air transport and related risk control procedures and precautions
- Problems that may occur when packaging of dangerous goods for air transport and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when packaging dangerous goods for air transport
- Read and interpret instructions, labels, regulations, procedures and other information relevant to packaging dangerous goods for air transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to packaging dangerous goods for air transport, including labelling and marking the packaged dangerous goods
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when packaging dangerous goods for air transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when packaging dangerous goods for air transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when packaging dangerous goods for air transport
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during packaging dangerous goods for air transport
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to package dangerous goods for air transport

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Packaging of dangerous goods for air transport may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • at freight depots, terminals and airports • in relation to any aircraft types in service in Australia on domestic and international flights • in accordance with regulatory and workplace requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in appropriately simulated air freight packaging situations, and/or • in an operational air freight packaging situation at an airport
Persons consulted during packaging of dangerous goods for air transport may include:	<ul style="list-style-type: none"> • customers • other members of the work team(s) • supervisors and managers • flight crew • dangerous goods experts and advisors • technical staff
Personal protection equipment may include:	<ul style="list-style-type: none"> • gloves • safety footwear • safety glasses • mask or respirator • high visibility clothing
Hazards may include:	<ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • spill, leakages, ruptures • dust/vapours
Hazard management is:	<ul style="list-style-type: none"> • consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • Civil Aviation Safety Regulations relevant to packaging of dangerous goods for air transport • relevant IATA dangerous goods regulations • relevant Australian Standards and the Industry Safety

RANGE STATEMENT

	Code
	<ul style="list-style-type: none">• manifests, bar codes, goods and product identification• goods identification numbers and codes• supplier and/or client instructions• OH&S regulations• workplace procedures and instructions and job specification• workplace checklists for packaging of dangerous goods for air transport• emergency procedures• flight schedules• local instructions• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• Australian and international regulations and codes of practice for the transport of dangerous goods by air• relevant IATA dangerous goods regulations• IATA standard for air cargo packaging (TACT Rules)• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to packaging of dangerous goods for air transport• Air Cargo Tariff (IATA)• Australian Civil Aviation Safety Regulations relevant to packaging of dangerous goods for air transport• Civil Aviation Act• local instructions• relevant OH&S legislation• environmental protection legislation• relevant security regulations• relevant Australian Standards• industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field A - Handling Cargo/Stock

AVIB3001B Inspect and report on an aerodrome

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to inspect and report on an aerodrome, including performing an aerodrome inspection, reporting hazardous situations, facilitating repairs, and reporting the restoration of aerodrome serviceability. Required performance includes compliance with all relevant regulatory requirements and protocols. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant principles, regulations, protocols and procedures when inspecting and reporting on an aerodrome as part of commercial airport activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Perform an aerodrome inspection	<p>1.1 Access to the aerodrome is arranged with appropriate authorities</p> <p>1.2 Aerodrome is inspected for serviceability, identifying situations resulting in the unserviceability of the aerodrome</p> <p>1.3 Where appropriate, the hazardous situation is rectified or made safe using suitable procedures</p> <p>1.4 Aircraft parking control is completed in accordance with workplace communication procedures and regulatory requirements</p>
2 Report hazardous situations	<p>2.1 Any requirements for official notification of the hazardous situation on the movement area and Obstacle Restriction Areas are assessed</p> <p>2.2 Relevant authorities or organisations are notified of the hazardous situation in accordance with workplace communication procedures and regulatory requirements</p>
3 Facilitate repairs	<p>3.1 Any requirement for official notification of the hazardous situation on the movement area and Obstacle Restriction Areas are assessed</p> <p>3.2 Relevant authorities or organisations are notified of the hazardous situation in accordance with workplace communication procedures and regulatory requirements</p>
4 Report the restoration of aerodrome serviceability	<p>4.1 Restoration of aerodrome serviceability is inspected and confirmed in accordance with workplace communication procedures and regulatory requirements</p> <p>4.2 Unserviceability markings are removed</p> <p>4.3 Relevant authorities are notified of the restoration of aerodrome serviceability in accordance with workplace communication procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to inspecting and reporting on aerodromes (i.e. CAR 89)
- Relevant OH&S and environmental procedures and regulations
- Aerodrome inspection procedures
- Aerodrome operating procedures
- Functions of a works safety officer (as defined in Civil Aviation Safety Regulations)
- Reporting procedures
- Relevant equipment used in aerodrome inspection and reporting
- Aircraft schedules and their use in aerodrome inspection and reporting
- Purpose and application of unserviceability markers
- Purpose and application of Method of Working Plans (MOWPs)
- Aerodrome emergency response procedures
- Safety hazards and risks that exist when inspecting an aerodrome and related risk control procedures and precautions
- Problems that may occur when inspecting and reporting on an aerodrome and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when inspecting and reporting on an aerodrome
- Read and interpret instructions, regulations, procedures and other information relevant to inspecting and reporting on an aerodrome
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to inspecting and reporting on an aerodrome
- Report hazardous situations that may arise on an aerodrome
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting and reporting on an aerodrome
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when inspecting and reporting on an aerodrome in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when inspecting and reporting on an aerodrome

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the inspection and reporting on an aerodrome
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct an inspection and reporting on an aerodrome

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Inspections may need to occur: | <ul style="list-style-type: none"> • by day or by night • in any weather conditions • and will include movement areas, Obstacle Restriction Areas, animal and bird hazards and objects becoming hazards within obstacle limitation areas |
| Aerodrome serviceability inspections should occur: | <ul style="list-style-type: none"> • at least one hour prior to the first commercial transport operation of the day, or as determined by the aerodrome operator, or • after any significant phenomenon which could reasonably be expected to affect the serviceability of the aerodrome, or • otherwise as determined by the aerodrome operator |
| Situations requiring reporting may include: | <ul style="list-style-type: none"> • changes to temporary or permanent published aerodrome information • hazardous situations resulting in some or all of the aerodrome becoming unserviceable • aerodrome works • restoration of aerodrome serviceability |
| Relevant authorities for accessing and reporting purposes may include: | <ul style="list-style-type: none"> • aerodrome operator or delegated person • NOTAM Office (Airservices Australia) • Civil Aviation Safety Authority • Air Traffic Control (ATC) • Australian Defence Forces Command for military bases • aerodrome users |
| Aerodromes may include: | <ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes • Aircraft Landing Areas (ALAs) |
| Aerodrome movement area includes: | <ul style="list-style-type: none"> • apron • taxiway • runway • Obstacle Restriction Area (ORA) |
| Aerodrome surrounds may include: | <ul style="list-style-type: none"> • fences and gates • buildings • permanent or temporary structures under flight paths (including runway approaches, take-off areas and circuit areas or Obstacle Limitation Surfaces [OLS]) • drainage systems |

RANGE STATEMENT

Obstacle Restriction Areas may include:	<ul style="list-style-type: none">• areas surrounding navigational aids• obstacle limitation surfaces
Visual aids may include:	<ul style="list-style-type: none">• runway strips• clearways• taxiway strips• runway end safety areas• wind indicator• signal circles• markers and markings
Signs and notices may include:	<ul style="list-style-type: none">• authorised entry• speed restrictions• no smoking• limited access• hazard warnings• movement area guidance signs• underground electrical reticulation
Navigational aids may include:	<ul style="list-style-type: none">• Non-directional Beacons (NDBs)• VHF Omni-directional Radio Range (VOR)• Distance Measuring Equipment (DME)• Instrument Landing System (ILS)
Hazardous situations leading to the unserviceability of sealed movement areas may include:	<ul style="list-style-type: none">• changes or loss of runway surface frictional characteristics• excessive loose materials• potholes or cracks• unsatisfactory pavement bearing capacity• loss of runway shape• loss of visibility of markings• stripping• flooding• runway edge fretting• bird or animal activity• disabled aircraft, vehicles, and equipment• fuel and oil spills
Hazardous situations leading to the unserviceability of unsealed movement areas may include:	<ul style="list-style-type: none">• pot holes, scouring, ruts• excessive loose materials• unsatisfactory surface bearing capacity (e.g. becoming too soft, slippery or rough)• long grass, surface cracks, stones and debris• loss of runway shape• loss of visibility of markers• bird or animal activity

RANGE STATEMENT

<p>Hazardous situations leading to the unserviceability of the Obstacle Restriction Areas may include:</p>	<ul style="list-style-type: none"> • disabled aircraft, vehicles, and equipment • fuel and oil spills • flooding • long grass • surface cracks • large rocks • vehicles plant and equipment on the movement area • bird or animal activity • unduly rough surface that may cause damage to an aircraft (not including an aircraft becoming bogged)
<p>Hazardous situations leading to the unserviceability of the aerodrome surrounds may include:</p>	<ul style="list-style-type: none"> • structures extending beyond the Obstacle Limitation Surfaces (OLS) • broken fences or open gates • faulty drains • erosion or other damage to the shoulder of the movement area • incorrect or unclear markers and unclear runway markings • damaged wind assembly • long grass, surface cracks, stones and debris • aerodrome works (e.g. Time Limited Work, major works requiring Method of Working Plan (MOWP)) • situations restricting the effective operation of navigational aids such as: <ul style="list-style-type: none"> • vehicle movements within restricted areas • obstructions (e.g. grass, trees, vehicles, buildings) • inappropriate or faulty restriction markers or fences • electrical power lines infringing on clearance zones • power cables incorrectly laid
<p>Procedures for making movement and Obstacle Restriction Areas safe may involve:</p>	<ul style="list-style-type: none"> • marking the unserviceable area by day or night • partial closure of the movement area • closing the movement area (aerodrome closure) • extinguish lighting in the hazardous section of the movement area • contacting the aerodrome users • reporting of the above by NOTAM
<p>Serviceability markings/advice may include:</p>	<ul style="list-style-type: none"> • signal circle markers • unserviceability cross markers • unserviceability cones • displaced threshold markers • unserviceability lighting • glider markers

RANGE STATEMENT

Suitable means of reporting will include some or all of the following:

- dumb bell markers
- verbal communications
- other written means of communication as is appropriate (e.g. fax)
- NOTAMs
- Method of Working Plan (MOWP)

Procedures for initiating repairs or hazard removal may include:

- notifying relevant aerodrome personnel
- undertaking the repairs
- removing the hazard
- notifying appropriate contractors

Procedures for appropriate bird and animal management may include:

- maintaining perimeter fencing
- harassment procedures including explosives sounds, sirens etc.
- culling
- environmental controls (e.g. dumping of rubbish)
- habitat management in accordance with the Bird/Wildlife Hazard Management Program

Emergency response procedures may include:

- implementing aerodrome emergency procedures
- reporting to the local police service
- reporting to the Australian Transport Safety Bureau

Hazards in the work areas may include:

- aircraft noise
- aircraft movements
- other vehicles in the vicinity of the aircraft
- personnel in the vicinity of the aircraft
- jet blast
- fumes
- dust

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to inspecting and reporting on aerodromes (i.e. CAR 89)
- aerodrome manuals
- workplace operating procedures manuals
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- En Route Supplement Australia (ERSA)
- Departure and Approach Procedures (DAP)

RANGE STATEMENT

Applicable regulations and legislation may include:

- manufacturers specifications for equipment used when inspecting and reporting on aerodromes
- Civil Aviation Advisory Publications (CAAPs)
- airline timetables
- induction and training materials
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to inspecting and reporting on aerodromes (i.e. CAR 89)
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to airport reporting
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- Australian Dangerous Goods (ADG) Code and Mines Regulation Act for fuel
- applicable state, territory and commonwealth regulations concerning:
 - occupational health and safety
 - workplace relations
 - workers compensation
 - ADG Code and Mines Regulation Act for fuel
 - environmental protection
 - equal opportunity
 - wildlife management (including culling)

Unit Sector(s)

Not applicable.

Competency field

Competency Field

B - Equipment Checking and Maintenance

AVIB3002B Inspect and report on aerodrome lighting systems

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to inspect and report on aerodrome lighting systems, including inspecting and reporting faults in aerodrome lighting, making any identified unserviceable condition safe, and confirming and reporting the return of the aerodrome lighting to serviceable condition. Required performance includes compliance with all relevant regulatory requirements, conventions and protocols, i.e. CAR 94 and 95. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant principles, regulations, protocols and procedures when inspecting and reporting on aerodrome lighting systems as part of commercial airport activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Inspect the aerodrome lighting	<p>1.1 Access to the aerodrome is arranged with appropriate authorities</p> <p>1.2 Lighting systems are prepared for inspection</p> <p>1.3 Lighting systems are inspected for serviceability, and faults or hazardous situations which may affect aircraft safety are identified</p> <p>1.4 Where appropriate, the hazardous situation created by faulty lighting systems is rectified or made safe in accordance with workplace procedures and regulatory requirements</p>
2 Report faults in aerodrome lighting	<p>2.1 Any requirement for official notification of lighting faults is assessed</p> <p>2.2 Suitably qualified electrical contractors are contacted for repairs where appropriate</p> <p>2.3 Relevant authorities or organisations are notified of damage to aerodrome lighting, switching mechanisms and circuits in accordance with workplace communication procedures and regulatory requirements</p>
3 Make any unserviceable condition safe	<p>3.1 Faulty lights are replaced or repaired in accordance with workplace procedures and regulatory requirements, with minimal disruption to aircraft movements</p> <p>3.2 Relevant authorities or organisations are notified of aerodrome works in accordance with workplace communication procedures and regulatory requirements</p> <p>3.3 Temporary lighting is installed as required</p>
4 Report the return of the aerodrome lighting to serviceable condition	<p>4.1 Restored aerodrome lighting systems are inspected and confirmed for serviceability</p> <p>4.2 Relevant authorities or organisations are notified of the restoration of lighting serviceability in accordance with workplace communication procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders, i.e. CAR 94 and 95
- Relevant OH&S and environmental procedures and regulations
- Features and characteristics of aerodrome lighting systems
- Aerodrome operating procedures
- Reporting procedures
- Relevant equipment used in the inspection and reporting on aerodrome lighting systems
- Effects on the serviceability of the aerodrome caused by lighting faults
- Allowable minor repairs under electrical codes and regulations and procedures for engaging a qualified electrician to carry out major repairs
- Purpose and application of unserviceability markers
- Purpose and application of Method of Working Plans (MOWPs)
- Safety hazards and risks that exist when inspecting aerodrome lighting systems and related risk control procedures and precautions
- Problems that may occur when inspecting and reporting on aerodrome lighting systems and appropriate action that should be taken

Required skills:

- Communicate effectively with others when inspecting and reporting on an aerodrome lighting system
- Read and interpret instructions, regulations, procedures and other information relevant to inspecting and reporting on an aerodrome lighting system
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to inspecting and reporting on an aerodrome lighting system
- Report faults in aerodrome lighting
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting and reporting on an aerodrome lighting system
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when inspecting and reporting on an aerodrome lighting system in accordance with regulatory requirements and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

- Implement contingency plans for unexpected events that may arise when inspecting and reporting on an aerodrome lighting system
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during inspecting and reporting on an aerodrome lighting system
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to inspect and report on an aerodrome lighting system and when facilitating any required repairs

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|---|
| Lighting inspections may need to occur: | <ul style="list-style-type: none"> • by day or by night • in any weather conditions |
| Aerodrome lighting serviceability inspections should occur in accordance with the Manual of Standards - Aerodromes, including: | <ul style="list-style-type: none"> • at least one hour prior to the first commercial transport operation of the day, or • prior to the last light of the day (dusk) • immediately after any significant phenomenon which could reasonably be expected to affect the serviceability of the aerodrome, or • otherwise as determined by the aerodrome operator |
| Situations requiring reporting may include: | <ul style="list-style-type: none"> • changes to temporary or permanent published aerodrome information • hazardous situations resulting in some or all of the aerodrome becoming unserviceable • aerodrome works • restoration of aerodrome serviceability |
| Relevant authorities for accessing and reporting purposes include: | <ul style="list-style-type: none"> • aerodrome operator or delegated person • NOTAM Office (Airservices Australia) • Civil Aviation Safety Authority • Air Traffic Control (ATC) • Australian Defence Forces Command for military bases • aerodrome users |
| Aerodromes may include: | <ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes • Aircraft Landing Areas (ALAs) |
| Aerodrome movement area includes: | <ul style="list-style-type: none"> • apron • taxiway • runway • Obstacle Restriction Area (ORA) |
| Permanent aerodrome lighting and circuits include: | <ul style="list-style-type: none"> • runway lighting • runway end lights • threshold lights • runway end identification lights • obstacle lighting • aerodrome beacon • approach lighting • illuminated wind indicators |

RANGE STATEMENT

	<ul style="list-style-type: none"> • Pilot Activated Lighting (PAL) • taxiway centre lights • taxiway edge lights • apron edge lights • apron flooding lights • 'T' Visual Approach Slope Indicator System (T-VASIS) • Precision Approach Path Indicator (PAPI) • standby power
Temporary aerodrome lighting includes:	<ul style="list-style-type: none"> • kerosene flares, or • battery lights
Reportable hazardous situations caused by faulty lights include:	<ul style="list-style-type: none"> • power supply failure • circuit failure • partial lighting failures, as described in rules and practices for aerodromes • failure of lighting to the wind indicator • failure of obstruction lights • failure of aerodrome beacon • failure of the Pilot Activated Lighting (PAL) warning signal
Procedures for making the lighting problem safe include:	<ul style="list-style-type: none"> • partial closure of the movement area • closing the movement area (aerodrome closure) • contacting the aerodrome user
Unserviceability lights are:	<ul style="list-style-type: none"> • red lights
Suitable means of reporting will include some or all of the following:	<ul style="list-style-type: none"> • verbal communications • Notices to Airmen (NOTAMs) • other written means of communication as is appropriate (e.g. fax) • Method of Working Plan (MOWP)
Initiating repairs or hazard removal procedures includes:	<ul style="list-style-type: none"> • notifying relevant aerodrome personnel • undertaking the repairs • removing the hazard • notifying appropriate electrical contractors • serviceability inspection (following repairs)
Hazards in the work areas may include:	<ul style="list-style-type: none"> • high voltage electrical cables • aircraft noise • aircraft movements • other vehicles in the vicinity of the aircraft • personnel in the vicinity of the aircraft • jet blast

RANGE STATEMENT

<p>Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:</p>	<ul style="list-style-type: none"> • fumes • dust • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
<p>Information/documents may include:</p>	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to air traffic control operations, i.e. CAR 94 and 95 • aerodrome manual • workplace operating procedures manuals • Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA]) • En Route Supplement Australia (ERSA) • Departure and Approach Procedures (DAP) • relevant Civil Aviation Advisory Publications (CAAPs) • regular public transport (RPT) routes and timetables • workplace procedures and instructions and job specification • lighting equipment manufacturers specifications and instructions • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
<p>Applicable regulations and legislation may include:</p>	<ul style="list-style-type: none"> • Civil Aviation Act (1988) and Civil Aviation Regulations and Orders (CAR 94 and 95) • relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to airport reporting • Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA]) • applicable state, territory and commonwealth regulations concerning: <ul style="list-style-type: none"> • electrical codes and regulations • OH&S • workplace relations • workers compensation • environmental protection • equal opportunity

Unit Sector(s)

Not applicable.

Competency field

Competency Field B - Equipment Checking and Maintenance

AVIB3003B Inspect and report on the Obstacle Limitation Surfaces

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to inspect and report on the Obstacle Limitation Surfaces (OLS), including performing a visual inspection of the OLS, reporting obstacles in the OLS, and reporting the return of the aerodrome to the previous status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant principles, regulations, protocols and procedures when inspecting and reporting on the Obstacle Limitation Surfaces as part of commercial airport activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Perform a visual inspection of the Obstacle Limitation Surfaces

- 1.1 The Obstacle Limitation Surfaces are inspected visually, and objects or structures which have or may become obstacles are identified
- 1.2 Where appropriate, obstacles in the Obstacle Limitation Surfaces are removed without notification in accordance with workplace procedures
- 1.3 Where an obstacle cannot be removed, a determination for the reporting, marking or lighting of the obstacle is made in accordance with workplace procedures

2 Report obstacles in the Obstacle Limitation Surfaces

- 2.1 Where an obstacle cannot be removed, declared distances and supplementary take off distances are calculated and are appropriately reported to relevant authorities and organisations in accordance with workplace procedures
- 2.2 All relevant authorities or organisations are notified of the (1) status of the obstacle (i.e. permanent or temporary), (2) declared distances for the obstacle, (3) location of the obstacle, where there is no requirement for reporting declared distances, and (4) appropriate marking and lighting requirements using suitable means of communication

3 Report the return of the aerodrome to the previous status

- 3.1 The Obstacle Limitation Surfaces are inspected visually to confirm removal of temporary obstacles
- 3.2 Relevant authorities or organisations are notified of the removal of the temporary obstacle, using suitable means of communication

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders, including CAR 89W to 89Z inclusive
- Relevant OH&S and environmental procedures and regulations
- Procedures for inspecting and reporting on OLS
- Aerodrome operating procedures
- Functions of a works safety officer (as defined in Civil Aviation Safety Regulations CAR 89)
- Reporting procedures
- Relevant equipment used in aerodrome inspection and reporting on OLS
- Aircraft schedules and their use in inspection and reporting on OLS
- Purpose and application of unserviceability markers
- Purpose and application of Method of Working Plans (MOWPs)
- Basic mathematics underlying the survey of OLS and the calculation of the declared distances
- Principles of shielding of objects and the impact of multiple critical obstructions on Supplementary Take-off Distances
- Safety hazards and risks that exist when inspecting and reporting on OLS and related risk control procedures and precautions
- Problems that may occur when inspecting and reporting on OLS and appropriate action that should be taken in each case, including when objects protrude on OLS

Required skills:

- Communicate effectively with others when inspecting and reporting on the OLS
- Read and interpret instructions, regulations, procedures and other information relevant to inspecting and reporting on the OLS
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to inspecting and reporting on the OLS
- Report any obstacles in the OLS of an aerodrome and when the aerodrome has been returned to its previous status
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting and reporting on the OLS
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when inspecting and reporting on the OLS in accordance with regulatory requirements and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

- Implement contingency plans for unexpected events that may arise when inspecting and reporting on the OLS
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during inspecting and reporting on the OLS
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to inspect and report on the OLS

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Inspections may need to occur: | <ul style="list-style-type: none"> • by day or by night • in any weather conditions |
| Obstacle Limitation Surfaces inspections will occur: | <ul style="list-style-type: none"> • at least one hour prior to the first commercial transport operation of the day, or • immediately after any significant phenomenon which could reasonably be expected to affect the serviceability of the aerodrome, or • otherwise as determined by the aerodrome operator |
| Relevant authorities for accessing and reporting purposes include: | <ul style="list-style-type: none"> • aerodrome operator or delegated person • NOTAM Office (Airservices Australia) • Civil Aviation Safety Authority • Air Traffic Control (ATC) • Australian Defence Forces Command for military bases • aerodrome users |
| Aerodromes may include: | <ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes • Aircraft Landing Areas (ALAs) |
| Obstacles may be: | <ul style="list-style-type: none"> • existing objects or structures • proposed objects or structures |
| Obstacles may occur within the: | <ul style="list-style-type: none"> • movement area • Obstacle Restriction Area (ORA) • Obstacle Limitation Surfaces (OLS) |
| Obstacle Limitations Surfaces which are related to the aerodrome reference point include: | <ul style="list-style-type: none"> • inner horizontal surface • conical surface • outer horizontal surface |
| Other Obstacle Limitations Surfaces include: | <ul style="list-style-type: none"> • transitional surface • inner transitional surface • approach and take-off surfaces • inner approach surface • baulked landing surfaces |
| Declared distances include: | <ul style="list-style-type: none"> • take-off run available (TORA) • take-off distance available (TODA) • accelerate stop distance (ASDA) • landing distance available (LDA) • TODA gradient • Supplementary Take-off Distances (STODA) and |

RANGE STATEMENT

Procedures for making the aerodrome surrounds safe may involve:	<ul style="list-style-type: none"> associated gradients marking the unserviceable area or obstacle by day or night partial closure of the aerodrome aerodrome closure contacting the aerodrome user marking and lighting of obstacles
Serviceability markers and cones include:	<ul style="list-style-type: none"> signal circle markers unserviceability cross markers unserviceability cones displaced threshold markers work limit markers glider markers dumb bell markers
Suitable means of reporting include:	<ul style="list-style-type: none"> verbal communications NOTAMs other written means of communication as is appropriate (e.g. fax) Method of Working Plan (MOWP)
Initiating repairs or hazard removal procedures includes:	<ul style="list-style-type: none"> notifying relevant aerodrome personnel undertaking the repairs negotiating with the owner of the obstacle to remove the hazard notifying appropriate contractors post-works serviceability inspection
Hazards in the work areas may include:	<ul style="list-style-type: none"> aircraft noise aircraft movements other vehicles in the vicinity of the aircraft personnel in the vicinity of the aircraft jet blast fumes dust
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> company procedures enterprise procedures organisational procedures established procedures standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to inspecting and reporting on the Obstacle Limitation Surfaces aerodrome manuals

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace operating procedures manuals
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- En Route Supplement Australia (ERSA)
- Departure and Approach Procedures (DAP)
- manufacturers specifications for equipment used when inspecting and reporting on the Obstacle Limitation Surfaces
- Civil Aviation Advisory Publications (CAAPs)
- airline timetables
- induction and training materials
- relevant Civil Aviation Act (1988) and Civil Aviation Regulations and Orders, including CAR 89w to 89Z inclusive
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to airport reporting
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- Airports Act
- applicable state, territory and commonwealth regulations concerning:
 - occupational health and safety
 - workplace relations
 - workers compensation
 - ADG Code and Mines Regulation Act for fuel
 - environmental protection
 - equal opportunity
 - wildlife management (including culling)

Unit Sector(s)

Not applicable.

Competency field

Competency Field

B - Equipment Checking and Maintenance

AVIB3004B Manage and carry out pre- and post-flight cabin checks

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage and carry out pre- and post-flight cabin safety, security and service checks on a commercial aircraft, including conducting required pre-flight checks, preparing the aircraft cabin for service, carrying out required post-flight checks, and carrying out all required administrative procedures related to the necessary cabin checks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant legislative and regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of safety and operational principles, procedures and regulatory requirements to the management and conduct of pre- and post-flight cabin safety, security and service checks on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out pre-flight safety and security checks	<p>1.1 Pre-flight cabin safety and security checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>1.2 Where a problem related to aircraft safety or security is identified, appropriate action is taken to promptly address the problem and/or report it to relevant personnel in accordance with regulatory requirements and workplace procedures</p> <p>1.3 Crew Resource Management (CRM) principles are applied in order to establish and maintain awareness of the impact of time and/or commercial pressure on safety-sensitive tasks</p> <p>1.4 Tasks are prioritised during pre-flight checks in order to ensure that critical safety tasks are addressed prior to service checks</p> <p>1.5 Appropriate action is taken in accordance with workplace procedures to report or rectify situations where cabin safety resources are faulty or inadequate in accordance with regulatory requirements and workplace procedures</p>
2 Prepare aircraft cabin for service	<p>2.1 Preparation of the cabin for passenger arrival is conducted in accordance with workplace procedures</p> <p>2.2 Pre-flight cabin service checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>2.3 Cabin resources are accessed to replenish depleted stocks when necessary</p> <p>2.4 Difficulties in the preparation of the cabin are reported/rectified in accordance with workplace procedures</p>
3 Carry out post-flight checks	<p>3.1 Cabin is inspected and post-flight cabin safety, security and service checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>3.2 Any safety or security issues, damage to the aircraft cabin and resources, defective cabin systems and depleted stocks are identified and reported in accordance with workplace procedures</p>
4 Carry out administrative procedures	<p>4.1 Workplace administrative procedures concerning cabin safety, security and service checks and related action are identified and interpreted</p> <p>4.2 Administrative procedures are implemented in accordance with regulatory requirements and workplace procedures</p> <p>4.3 All required pre-flight and post-flight cabin safety, security and service checking documentation is completed in accordance with regulatory requirements and workplace requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, security hygiene and environmental procedures/regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Regulatory requirements concerning passenger and aircraft safety and security
- Crew Resource Management (CRM) and Human Factors (HF) principles
- Regulatory requirements and airline procedures and standards for managing and conducting pre- and post-flight cabin safety and security checks on aircraft
- Airline procedures and standards for managing and conducting pre- and post-flight cabin service checks on aircraft
- Action to be taken during pre- and post-flight cabin checks in response to senior aircrew instructions
- Airline administrative procedures
- Cabin service features and amenities for various types of aircraft
- Cabin safety resources for various types of aircraft
- Risks that exist when conducting pre- and post-flight cabin checks and related risk control procedures and precautions
- Problems that may occur when managing and conducting pre- and post-flight cabin checks and action that should be taken in each case

Required skills:

- Communicate effectively with others when managing and carrying out pre- and post-flight cabin checks
- Read and interpret instructions, regulations, procedures and other information relevant to managing and carrying out pre- and post-flight cabin checks
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to managing and carrying out pre- and post-flight cabin checks
- Report difficulties in the preparation of the cabin
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing and carrying out pre- and post-flight cabin checks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when managing and carrying out pre- and post-flight cabin checks in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing and carrying out pre- and post-flight cabin checks
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of pre- and post-flight cabin checks
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage and carry out pre- and post-flight cabin checks

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| <p>Safety, security and service checks may be conducted as a member of an aircrew team:</p> | <ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul/international services • in any category of service for which the crew member has been trained • in any allowable operating and weather conditions • in accordance with relevant regulatory and operational requirements |
| <p>Performance may be demonstrated:</p> | <ul style="list-style-type: none"> • on an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft |
| <p>Pre- and post-flight cabin safety and security checks may include checking:</p> | <ul style="list-style-type: none"> • safety resources and equipment in accordance with relevant procedures and regulations, including first aid equipment • security of aircraft cabin in accordance with relevant procedures and regulations |
| <p>Pre- and post-flight cabin service checks may include checking:</p> | <ul style="list-style-type: none"> • cabin facilities for supplies and cleanliness • cabin to ensure that pillows, blankets and headrest covers and other passenger resources meet passenger service standards • stock of newspapers and magazines to ensure they are adequate and tidy • stocks of special resources required for children and infants • resources needed for passengers with special needs |
| <p>Aircraft features and amenities may include:</p> | <ul style="list-style-type: none"> • toilets • wheelchairs and equipment for aiding disabled passengers • seat controls and adjustments • equipment for use with babies • audio-visual equipment • overhead lockers • telephone • movie screens • in-seat video and entertainment resources |
| <p>Persons consulted may include:</p> | <ul style="list-style-type: none"> • other members of the aircrew team • ground staff • security personnel |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to pre- and post-flight checks of aircraft
- airline procedures and instructions and job specifications
- pre- and post-flight checking procedures and checklists
- operational manuals
- manufacturers instructions for aircraft cabin equipment and facilities
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- civil Aviation Act
- relevant standards and recommended practices (SARPS) of the International Civil Aviation Organization (ICAO) pertaining to the pre- and post flight safety, security and service checks of an aircraft cabin
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the pre- and post-flight safety, security and service checks of an aircraft cabin
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

B - Equipment Checking and Maintenance

AVIC2001A Drive on the airside

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to drive on the airside while meeting all relevant licence and aerodrome access requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

This unit must be assessed in accordance with individual aerodrome licensing requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Drive on the airside

- 1.1 Vehicle airside requirements are complied with including vehicle condition, lighting and licences
- 1.2 Driving is conducted in accordance with airside driving rules and regulatory requirements
- 1.3 Airport markings, markers, signs and signals are correctly interpreted and followed
- 1.4 Appropriate air traffic control clearances are obtained and/or a listening watch is maintained

2 Drive safely on the airside

- 2.1 Risks and hazards associated with driving airside are identified and managed
- 2.2 Breaches of airside driving rules are logged and reported
- 2.3 Airside driving incidents (including runway incursions) are reported when required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Airside access requirements
- Procedures for operating electronic communications equipment
- Airside driving requirements for specified aerodrome
- Requirements for completing relevant documentation
- Procedures to be followed in the event of an emergency
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Standard operating procedures relating to driving airside
- Safe operating systems of vehicle being driven airside
- Circumstances where airside driving is not permitted

Required skills:

- Communicate effectively with others when driving on the airside
- Read and interpret instructions, regulations, procedures and other information relevant to driving on the airside
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to driving on the airside
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving on the airside
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when driving on the airside in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when driving on the airside
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while driving on the airside
- Monitor and anticipate operational problems and hazards and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when driving on the airside

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures (SOPs) |
| The work site may include: | <ul style="list-style-type: none">• the entire aerodrome |
| Operating conditions may involve: | <ul style="list-style-type: none">• various forms of transport e.g. vehicle, motorised airside equipment and bicycles• a variety of terrain conditions• all weather conditions• day or night |
| Information/documents may include: | <ul style="list-style-type: none">• airport driving rules/handbook• aerodrome plans and maps• Aerodrome Manual• incident report forms• vehicle log books• operational procedures |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• licence requirements of the relevant licensing authority• local instructions• relevant OH&S legislation• Manual of Standards - Aerodromes (part 139)• associated state driving requirements |
| Equipment may include: | <ul style="list-style-type: none">• radio• vehicle |

Unit Sector(s)

Not applicable.

Competency field

Competency Field C - Driving Vehicle

AVIC4002A Administer airside driving

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to administer the procedures which authorise driving on the airside. This includes testing drivers, issuing permits and investigating airside driving incidents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when administering airside driving.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Test applicants to drive airside

1.1 Airside driving tests are administered and results recorded in accordance with established procedures

1.2 Documentation is issued to the appropriate authorities when required and recorded

2 Administer vehicle permits (where applicable)

2.1 Permit is issued in accordance with aerodrome procedures

2.2 Conditions of use of permit are explained to applicant

3 Investigate airside driving incidents

3.1 Reports on incidents and accidents are prepared and escalated appropriately

3.2 Procedures and any rules for driving airside are reviewed

3.3 Recommendations are made to aerodrome management

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Procedures for servicing and minor maintenance
- Typical defects that can occur and related action that should be taken
- Procedures for identifying equipment defects and assessing for appropriate action
- External features of equipment that must be checked during a pre-operational visual inspection
- Procedures for checking fluid levels and carrying out lubrication processes
- Principles, purpose and location of controls, monitoring devices, and systems
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures
- Controls, instruments and indicators and their purpose, location and use
- Visual inspection procedures
- Pre-operational checks
- Start-up procedures
- Operating procedures
- Braking and safety system procedures
- Operating controls
- Functions of all supervisory indicators and controls and related checks for correct operation
- Lubrication requirements
- Cleaning requirements
- Functions of ancillary systems and related checks for correct operation
- Procedures for starting and operating ancillary systems
- Fuel tank capacity and range (where applicable)

REQUIRED KNOWLEDGE AND SKILLS

- Communication equipment checks

Required skills:

- Communicate effectively with others when administering airside driving
- Read and interpret instructions, regulations, procedures and other information relevant to airside driving
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to administering airside driving
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when administering airside driving
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when administering airside driving in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when administering airside driving
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during airside driving
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to administer airside driving

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs)
The work site may include:	<ul style="list-style-type: none"> • an office and the airside
Equipment to include:	<ul style="list-style-type: none"> • radio • vehicle • computer
Information or documents may include:	<ul style="list-style-type: none"> • aerodrome driving rules/handbook • authorities to drive airside • vehicle permits • legislation • by-laws • plans • maps • the Aerodrome Manual • tests • report forms
Operating conditions may involve a range of:	<ul style="list-style-type: none"> • testing • issuing • reviewing and reporting scenarios
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders • relevant OH&S and environmental regulations • Manual of Standards - Aerodromes (part 139) • sections of Transport Safety Investigations Act pertaining to the reporting of transport safety matters • licence requirements of the relevant licensing authority

Unit Sector(s)

Not applicable.

Competency field

Competency Field C - Driving Vehicle

AVID2001B Accept dangerous goods for air transport

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to accept dangerous goods for air transport in accordance with IATA and other relevant regulatory requirements, including interpreting freight documentation, recognising dangerous goods, accepting appropriate dangerous goods, declining to accept prohibited and improperly prepared dangerous goods, preparing required dangerous goods documentation, and stowing dangerous goods. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant IATA, CASA and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and relevant regulations during acceptance of dangerous goods for air transport across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret freight documentation	<p>1.1 Received documentation for the transport of freight by air is examined and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements</p>
2 Recognise dangerous goods	<p>2.1 Freight containing dangerous goods is recognised in accordance with workplace procedures and regulatory requirements</p> <p>2.2 All types of dangerous goods and items containing dangerous goods are correctly identified</p> <p>2.3 Workplace policies and regulatory requirements concerning the types of dangerous goods are identified, interpreted and applied</p>
3 Accept appropriate dangerous goods	<p>3.1 Where the identified dangerous goods are not permitted to be transported by air, the shipper is courteously advised that the freight cannot be accepted</p> <p>3.2 The shipper is given an explanation of reasons why prohibited dangerous goods freight cannot be accepted and is referred to the relevant regulatory requirements in accordance with workplace procedures</p> <p>3.3 Where the identified dangerous goods are permitted to be transported by air, the requirements for packaging, labelling and handling are confirmed in accordance with workplace procedures and regulatory requirements</p> <p>3.4 Dangerous goods accepted for air transport are checked to ensure that they are packaged and labelled in accordance with regulatory requirements</p> <p>3.5 Dangerous goods accepted for air freight are handled in accordance with the regulatory requirements including procedures for emergencies and spills</p>
4 Prepare dangerous goods documentation	<p>4.1 Relevant documentation, including an air waybill and check sheets are prepared and signed in accordance with workplace procedures and regulatory requirements</p> <p>4.2 Relevant documentation is attached to the freight, processed and filed in accordance with workplace procedures and regulatory requirements</p>
5 Stow dangerous goods	<p>5.1 All dangerous goods are stowed in a warehouse in accordance with workplace procedures and regulatory requirements</p> <p>5.2 Relevant personnel are advised of the disposition of the stowed dangerous goods in accordance with workplace procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to acceptance, packing, marking, labelling, documenting, storing and despatching of dangerous goods designated for air transport, including IATA and CASA requirements
- Relevant OH&S and environmental procedures and regulations
- Safety principles for the acceptance of dangerous goods for air transport
- Characteristics and ways of identifying various types of dangerous goods
- Workplace procedures for acceptance, packing, marking, labelling, documenting, storing and despatching of dangerous goods designated for air transport
- Documentation requirements for the transport of appropriate dangerous goods by air
- Risks that exist when carrying out acceptance of dangerous goods for air transport and related risk control procedures and precautions
- Problems that may occur when carrying out acceptance of dangerous goods for air transport and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when accepting dangerous goods for air transport
- Read and interpret documents, instructions, regulations, procedures and other information relevant to accepting dangerous goods for air transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to accepting dangerous goods for air transport
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when accepting dangerous goods for air transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when accepting dangerous goods for air transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when accepting dangerous goods for air transport
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the acceptance of dangerous goods for air transport
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to accept dangerous goods for air transport

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Acceptance of dangerous goods for air transport may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • at freight depots, terminals and airports • in relation to any aircraft types in service in Australia on domestic and international flights • in accordance with regulatory and workplace requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in appropriately simulated air freight acceptance situations, and/or • in an operational air freight acceptance situation at an airport
Persons consulted during acceptance of dangerous goods for air transport may include:	<ul style="list-style-type: none"> • customers • other members of the work team(s) • supervisors and managers • flight crew • dangerous goods experts and advisors • technical staff
Personal protection equipment may include but is not limited to:	<ul style="list-style-type: none"> • gloves • safety footwear • safety glasses • mask or respirator • high visibility clothing • hearing protection • sun protection
Hazards may include:	<ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • spill, leakages, ruptures • dust/vapours
Hazard management is:	<ul style="list-style-type: none"> • consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • Civil Aviation Safety Regulations relevant to acceptance

RANGE STATEMENT

include:

- of dangerous goods for air transport
- relevant IATA dangerous goods regulations
- relevant Australian Standards and the Industry Safety Code
- manifests, bar codes, goods and product identification
- goods identification numbers and codes
- supplier and/or client instructions
- air waybill
- materials safety data sheets
- OH&S regulations
- workplace procedures and instructions and job specification
- workplace checklists for acceptance of dangerous goods for air transport
- emergency procedures including procedures for handling spills
- flight schedules
- local instructions
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Australian and international regulations and codes of practice for the transport of dangerous goods by air, including Australian and International Dangerous Goods Codes
- relevant IATA dangerous goods regulations
- IATA standard for air cargo acceptance (TACT Rules)
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to acceptance of dangerous goods for air transport
- Air Cargo Tariff (IATA)
- Australian Civil Aviation Safety Regulations relevant to acceptance of dangerous goods for air transport
- Civil Aviation Act
- local instructions
- relevant state/territory regulations pertaining to the transport of dangerous goods by air
- relevant OH&S legislation
- environmental protection legislation
- relevant security regulations
- relevant Australian Standards

Applicable regulations and legislation may include:

RANGE STATEMENT

- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	D - Load Handling
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AVID2003B Prepare freight for flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to prepare aviation freight for air transport in accordance with OH&S and other regulatory requirements, including identifying the freight, packaging and labelling the freight and assembling the freight ready for loading onto the aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant IATA, CASA and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and relevant regulations when preparing aviation freight across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify freight	<p>1.1 Documentation for the transport of freight by air is examined and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements</p>
2 Package freight	<p>2.1 Requirements for the packaging of freight are identified and interpreted in accordance with workplace procedures</p> <p>2.2 Materials and resources required for packaging are selected in accordance with workplace procedures</p> <p>2.3 Freight is securely packaged in accordance with identified requirements</p> <p>2.4 Live freight is packaged and handled in accordance with workplace procedures and regulatory requirements</p>
3 Label freight	<p>3.1 Requirements for the labelling of the freight are identified and interpreted in accordance with workplace procedures</p> <p>3.2 Freight is correctly labelled in accordance with workplace procedures and regulatory requirements</p>
4 Assemble freight ready for loading onto aircraft	<p>4.1 Freight is consolidated in accordance with loading plan</p> <p>4.2 Freight is loaded into containers where required in accordance with workplace procedures and regulatory requirements</p> <p>4.3 Loose freight is appropriately assembled for transfer to aircraft in accordance with workplace procedures and regulatory requirements</p> <p>4.4 Live freight is placed in the appropriate assembly area and correctly cared for in accordance with workplace procedures and regulatory requirements</p> <p>4.5 Freight containing allowable dangerous goods is appropriately segregated and stored in preparation for loading in accordance with workplace procedures and relevant regulatory requirements</p> <p>4.6 Freight is screened by security for explosives in accordance with workplace procedures and relevant regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to the preparation of freight for air transport, including IATA and CASA requirements
- Relevant OH&S and environmental procedures and regulations
- The loading principles for air freight
- Features and differences in various types of freight handling and packaging equipment used at Australian airports and freight terminals
- Workplace procedures for freight preparation operations for various categories of air freight
- Manufacturers instructions for relevant equipment and packing used during freight preparation operations
- Manual handling procedures
- Risks that exist when carrying out freight preparation operations and related risk control procedures and precautions
- Problems that may occur when carrying out freight preparation operations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when preparing freight for flight
- Read and interpret instructions, regulations, procedures and other information relevant to preparing freight for flight
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to preparing freight for flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing freight for flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when preparing freight for flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when preparing freight for flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of freight for flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to prepare freight for flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|---|
| Preparation of freight for air transport may be carried out: | <ul style="list-style-type: none">• in any allowable operating and weather conditions• at freight depots, terminals and airports• in relation to any aircraft types in service in Australia on domestic and international flights• in accordance with regulatory and workplace requirements |
| Performance may be demonstrated: | <ul style="list-style-type: none">• in appropriately simulated air freight preparation situations, and/or• in an operational air freight preparation situation at an airport |
| Persons consulted during preparation of freight for air transport may include: | <ul style="list-style-type: none">• customers• other members of the work team(s)• supervisors and managers• flight crew• international and domestic agents, suppliers, clients• relevant authorities and institutions• dangerous goods experts and advisors• perishable goods experts and advisors• experts and advisors on the transport of animals and livestock• valuable goods security experts• mail/express experts and advisors• human remains experts, funeral directors and advisors• experts on other special categories of air freight• technical staff |
| Personal protection equipment may include but is not limited to: | <ul style="list-style-type: none">• gloves• safety headwear and footwear• safety glasses• mask or respirator• high visibility clothing• hearing protection• sun protection |
| Hazards may include: | <ul style="list-style-type: none">• hazardous or dangerous materials• contamination of, or from, materials being handled• spill, leakages, ruptures• dust/vapours |
| Hazard management is: | <ul style="list-style-type: none">• consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control |

RANGE STATEMENT

	measures being selected before safe working practices and personal protective equipment
Freight may include:	<ul style="list-style-type: none">• aviation containers/cans loaded with freight• general freight• loose freight• allowable dangerous goods• perishable goods• fragile goods• live freight• unaccompanied baggage• valuables• mail/express• diplomatic• human remains
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to preparation of freight for air transport• relevant IATA regulations• relevant Australian Standards and the industry codes of practice relevant to various categories of air freight• manifests, bar codes, goods and product identification• goods identification numbers and codes• supplier and/or client instructions• OH&S regulations• workplace procedures and instructions and job specification• workplace checklists for preparation of freight for air transport• cold chain checklists and guidelines for the air transport of perishable goods• emergency procedures• flight schedules• local instructions• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards

RANGE STATEMENT

Applicable regulations and legislation may include:

- Australian and international regulations and codes of practice for the transport of freight by air
- relevant IATA regulations
- IATA standard for air cargo
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to preparation of freight for air transport
- relevant Australian Civil Aviation Safety regulations pertaining to preparation of freight for air transport
- Civil Aviation Act
- local instructions
- relevant OH&S and environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field D - Load Handling

AVID2004B Conduct aviation freight weighing operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct aviation freight weighing operations in accordance with OH&S and other regulatory requirements, including interpreting freight documentation, weighing freight, measuring dimensions of freight, confirming measurements against freight documentation and completing and signing off the air waybill. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant IATA, CASA and other regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and IATA, OH&S and other relevant regulations during aviation freight weighing operations at freight terminals/depots or commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret freight documentation	1.1 Freight documentation is accessed and interpreted in accordance with workplace procedures and regulatory requirements
2 Weigh freight	2.1 Weighing machine is prepared for use in accordance with manufacturers instructions and workplace procedures 2.2 Freight is weighed in accordance with manufacturers instructions and workplace procedures 2.3 Correct manual lifting procedures are used when transferring the freight to and from the weighing machine in accordance with OH&S regulations and workplace procedures 2.4 Measured weight of freight is accurately recorded in accordance with workplace procedures
3 Measure dimensions of freight	3.1 Physical dimensions of the freight are measured in accordance with workplace procedures 3.2 Measured dimensions of the freight are recorded in accordance with workplace procedures 3.3 Freight with unusual shape is noted and an appropriate record is kept in accordance with workplace procedures
4 Confirm measurement against freight documentation	4.1 Weight and physical dimensions, as measured, are compared with those contained within the received documentation 4.2 Where the measured weight and physical dimensions correspond with those in the documentation, appropriate confirmation is recorded on the air waybill in accordance with workplace procedures and regulatory requirements 4.3 Where there is a discrepancy between the measured weight and physical dimensions and those in the documentation, appropriate action is taken to contact the client and report and record the discrepancy in accordance with workplace procedures and regulatory requirements
5 Sign off air waybill	5.1 The air waybill is completed in accordance with workplace procedures and regulatory requirements 5.2 The air waybill is signed off and processed in accordance with workplace procedures and regulatory requirements noting the outcomes of all measurements 5.3 The processed freight is transferred to the despatch area

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- The principles of aviation freight transport and the importance of load planning and aircraft trim
- Features and differences in various types of weighing equipment used at Australian airports and aviation freight terminals
- Workplace procedures for aviation freight weighing operations
- Manufacturers instructions for relevant equipment used during aviation freight weighing operations
- Manual lifting precautions and procedures
- Risks that exist when conducting aviation freight weighing operations and related risk control procedures and precautions
- Problems that may occur when conducting aviation freight weighing operations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when conducting aviation freight weighing operations
- Read and interpret instructions, regulations, procedures and other information relevant to aviation freight weighing operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aviation freight weighing operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting aviation freight weighing operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting aviation freight weighing operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting aviation freight weighing operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during aviation freight weighing operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct aviation freight weighing operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aviation freight weighing operations may be carried out:

- in any allowable operating and weather conditions
- at an aviation freight depot/terminal, or freight check-in point at either a major airport or regional airport
- within a fully manual process, or in conjunction with automated freight handling/management equipment
- in relation to either domestic or international aviation freight transport
- in accordance with relevant regulatory and operational requirements

Performance may be demonstrated:

- in appropriately simulated freight weighing situations, and/or
- in an operational aviation freight weighing situation at an airport/freight terminal

Types of freight may include but are not limited to:

- general freight
- loose freight
- allowable dangerous goods
- perishable goods
- fragile goods
- live freight
- unaccompanied baggage
- valuables
- mail/express
- diplomatic
- human remains

Persons consulted during acceptance of freight for air transport may include:

- customers
- other members of the work team(s)
- supervisors and managers
- flight crew
- dangerous goods experts and advisors
- perishable goods experts and advisors
- experts and advisors on the transport of animals and livestock
- experts on other special categories of air freight
- technical staff

Personal protection equipment may include but is not limited to:

- gloves
- safety footwear
- safety glasses

RANGE STATEMENT

- mask or respirator (where applicable)
 - high visibility clothing
 - hearing protection
 - sun protection
- Hazards may include:
- hazardous or dangerous materials
 - contamination of, or from, materials being handled
 - spill, leakages, ruptures
 - dust/vapours
- Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - standard operating procedures
- Information/documents may include:
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to aviation freight weighing operations
 - OH&S regulations
 - workplace procedures and instructions and job specification
 - freight manifest, air waybill and other relevant freight documentation
 - aircraft loading/trim sheet
 - aviation freight weighing checklists
 - emergency procedures
 - flight schedules
 - local instructions
 - manufacturers specifications and instructions relevant weighing equipment
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and legislation may include:
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to aviation freight weighing operations
 - relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to aviation freight weighing operations

RANGE STATEMENT

- Civil Aviation Act
- local instructions
- relevant OH&S legislation
- environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field D - Load Handling

AVID2005B Accept freight for air transport

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to accept freight for air transport in accordance with IATA and other relevant regulatory requirements, including interpreting freight documentation; recognising dangerous goods, perishable freight, live freight, and freight in other special categories; accepting appropriate freight; declining to accept prohibited and improperly prepared freight; preparing required freight documentation; and stowing freight appropriately. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant IATA, CASA and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and IATA, OH&S and other relevant regulations during acceptance of freight for air transport across a variety of operational contexts within the Australian and international aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret freight documentation	<p>1.1 Received documentation for the transport of freight by air is examined and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Types of freight to be transported are correctly identified in accordance with workplace procedures and regulatory requirements</p>
2 Recognise dangerous goods	<p>2.1 Freight containing dangerous goods is recognised in accordance with workplace procedures and regulatory requirements</p> <p>2.2 All types of dangerous goods and items containing dangerous goods are correctly identified</p> <p>2.3 Workplace procedures and regulatory requirements concerning the types of dangerous goods and their acceptance, handling, packing, storage, labelling etc. are interpreted and applied</p>
3 Recognise perishable freight	<p>3.1 Freight containing perishable goods is recognised in accordance with workplace procedures and regulatory requirements</p> <p>3.2 Workplace procedures and regulatory requirements concerning the various types of perishable goods and their acceptance, handling, packing, storage, labelling, etc. are interpreted and applied</p>
4 Accept appropriate freight	<p>4.1 Where the identified freight is not permitted to be transported by air, the shipper is courteously advised that the freight cannot be accepted</p> <p>4.2 The consignee is given an explanation of reasons why prohibited freight cannot be accepted and is referred to the relevant regulatory requirements in accordance with workplace procedures</p> <p>4.3 Where the identified freight is permitted to be transported by air, the requirements for packaging, labelling and handling are confirmed in accordance with workplace procedures and regulatory requirements for the type of goods concerned</p> <p>4.4 Freight accepted for air transport is checked to ensure that it is packaged and labelled in accordance with regulatory requirements</p> <p>4.5 Freight accepted for air freight is handled in accordance with the relevant regulatory requirements for the type of goods concerned</p>
5 Prepare freight documentation	<p>5.1 Relevant documentation, including an air waybill and check sheets are prepared and signed in accordance with workplace procedures and regulatory requirements</p> <p>5.2 Relevant documentation is attached to the freight, processed and filed in accordance with workplace procedures and regulatory</p>

ELEMENT

PERFORMANCE CRITERIA

requirements

6 Stow freight

- 6.1 All freight is stowed in a warehouse and monitored in accordance with the workplace procedures and regulatory requirements for the types of goods concerned
- 6.2 Relevant personnel are advised of the disposition of the stowed freight in accordance with workplace procedures and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to acceptance, packing, marking, labelling, documenting, storing and despatching of freight designated for air transport, including IATA and CASA requirements
- Relevant OH&S and environmental procedures and regulations
- Safety principles for the acceptance of freight for air transport
- Characteristics and ways of identifying various types of freight
- Workplace procedures for acceptance, packing, marking, labelling, documenting, storing and despatching of various types of freight designated for air transport
- Dangerous goods including potential hidden or undeclared dangerous goods and the regulatory requirements procedures, checklists and guidelines for dangerous goods identification, acceptance (or otherwise), handling, packing, storage, labelling, etc.
- Cold chain checklists and guidelines for the air transport of perishable goods
- Documentation requirements for the transport of various types of freight by air
- Risks that exist when accepting freight for air transport and related risk control procedures and precautions
- Problems that may occur when carrying out acceptance of freight for air transport and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when accepting freight for air transport
- Read and interpret instructions, regulations, procedures and other information relevant to accepting freight for air transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to accepting freight for air transport
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when accepting freight for air transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when accepting freight for air transport in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when accepting freight for air transport
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the acceptance of freight for air transport

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when accepting freight for air transport

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Acceptance of freight for air transport may be carried out:

- in any allowable operating and weather conditions
- at freight depots, terminals and airports
- in relation to any aircraft types in service in Australia on domestic and international flights
- in accordance with regulatory and workplace requirements

Performance may be demonstrated:

- in appropriately simulated air freight acceptance situations, and/or
- in an operational air freight acceptance situation at an airport

Types of freight may include but are not limited to:

- general freight
- loose freight
- allowable dangerous goods
- perishable goods
- fragile goods
- live freight
- unaccompanied baggage
- valuables
- mail/express
- diplomatic
- human remains

Persons consulted during acceptance of freight for air transport may include:

- customers
- other members of the work team(s)
- supervisors and managers
- flight crew
- dangerous goods experts and advisors
- perishable goods experts and advisors
- experts and advisors on the transport of animals and livestock
- experts on other special categories of air freight
- technical staff

Personal protection equipment may include but is not limited to:

- gloves
- safety footwear
- safety glasses
- mask or respirator (where applicable)
- high visibility clothing
- hearing protection

RANGE STATEMENT

Hazards may include:

- sun protection
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- spill, leakages, ruptures
- dust/vapours

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- Civil Aviation Safety Regulations relevant to acceptance of freight for air transport
- relevant IATA regulations
- relevant Australian Standards and the industry codes of practice relevant to various categories of air freight
- manifests, bar codes, goods and product identification
- goods identification numbers and codes
- supplier and/or client instructions
- OH&S regulations
- workplace procedures and instructions and job specification
- workplace checklists for acceptance of various types of freight for air transport
- cold chain checklists and guidelines for the air transport of perishable goods
- emergency procedures
- flight schedules
- local instructions
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- Australian and international regulations and codes of practice for the transport of various types of freight by air
- relevant IATA regulations
- IATA standard for air cargo acceptance (TACT Rules)
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization

RANGE STATEMENT

(ICAO) pertaining to acceptance of dangerous goods for air transport

- Air Cargo Tariff (IATA)
- Australian Civil Aviation Safety Regulations relevant to the identification and acceptance of dangerous goods for air transport
- Civil Aviation Act
- standards and codes of practice related to the acceptance of perishable goods for air transport
- standards and codes of practice related to the acceptance of live freight for air transport
- local instructions
- relevant OH&S legislation
- environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

D - Load Handling

AVID2006A Load and secure aviation freight and baggage

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to load and secure aviation freight/baggage in accordance with workplace procedures, aircraft manufacturers instructions and regulatory requirements. It includes using in-hold aircraft loading systems and procedures to load, stow and secure aviation freight/baggage on an aircraft and identifying, responding and reporting any malfunctions with the in-hold aircraft loading system and/or problems in the loading, stowing and securing of aviation freight/baggage. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant International Air Transport Association (IATA), Civil Aviation Safety Authority (CASA) and other relevant regulatory requirements.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and IATA, OH&S and other regulations relevant to the loading and securing of aviation freight and baggage onto aircraft across a variety of operational contexts within the Australian aviation industry.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Use in-hold aircraft loading system to load and stow aviation freight/baggage onto an aircraft	<p>1.1 Pre-operational checks of in-hold aircraft loading systems are conducted in accordance with workplace procedures</p> <p>1.2 In-hold aircraft loading system is prepared for operation in accordance with workplace procedures and manufacturers' instructions</p> <p>1.3 In-hold aircraft loading system is used to facilitate loading and stowing of in-hold freight/baggage in accordance with workplace procedures, aircraft load instruction report and/or aircraft load/trim sheet and regulatory requirements</p>
2 Stow and secure aviation freight/baggage onto an aircraft	<p>2.1 Correct manual handling techniques and procedures are used when stowing freight/baggage in aircraft hold in accordance with OH&S requirements</p> <p>2.2 Freight/baggage is secured and restrained in aircraft hold in accordance with workplace procedures, aircraft manufacturers' instructions and regulatory requirements</p> <p>2.3 Cargo hold door/s is/are secured in accordance with workplace procedures, aircraft manufacturers' instructions and regulatory requirements</p> <p>2.4 Security seals are placed on aircraft cargo hold door/s when required in accordance with workplace procedures and regulatory requirements</p>
3 Respond to problems in loading aircraft freight/baggage onto an aircraft	<p>3.1 A problem in loading, stowing and securing freight/baggage in the aircraft hold is correctly and promptly identified and an appropriate solution is determined in conjunction with other team members and/or load supervisor/team leader in accordance with workplace procedures and regulatory requirements</p> <p>3.2 Any malfunction of in-hold aircraft loading system is correctly and promptly identified and appropriate action is taken to rectify and/or report the problem in accordance with workplace procedures and regulatory requirements</p> <p>3.3 Where an identified problem cannot be readily resolved by the load team, it is reported and referred to appropriate personnel</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles for the safe and effective handling, loading and securing of freight/baggage into an aircraft cargo hold
- Principles and procedures relevant to trimming and balancing the load on an aircraft
- Purpose, use and interpretation of aircraft load instruction reports and aircraft load/trim sheets
- Features and differences of in-hold loading systems used in various aircraft types
- Workplace procedures for loading and securing freight/baggage onto an aircraft
- Layout of airport and location of aircraft gates
- Relevant local instructions pertaining to the operation of in-hold loading systems and the loading of aircraft cargo holds
- Manufacturers instructions for relevant in-hold loading systems
- Risks that exist when loading and securing aviation freight/baggage, and related risk control procedures and precautions
- Problems that may occur when loading and securing aviation freight/baggage, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when loading and securing aviation freight/baggage
- Read and interpret instructions, regulations, procedures and other information relevant to loading and securing aviation freight/baggage
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to loading and securing aviation freight/baggage
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when loading and securing aviation freight/baggage
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when loading and securing aviation freight/baggage in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when loading and securing aviation freight/baggage
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

during the loading and securing of aviation freight

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to load and secure aviation freight/baggage

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - safe manual handling techniques
 - correct techniques for loading an aircraft in accordance with aircraft load instruction reports and/or aircraft load/trim sheets
 - relevant regulations, legislation and workplace procedures applicable to the loading and securing of aviation freight/baggage
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Loading and securing of freight/baggage may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • at international airports, domestic airports, regional airports and remote airfields • in relation to any aircraft types in service in Australia • in accordance with relevant regulatory and operational requirements
Performance may be demonstrated in:	<ul style="list-style-type: none"> • appropriately simulated in-hold loading situations, and/or • when loading and securing freight/baggage onto an aircraft
Aviation freight/baggage may include:	<ul style="list-style-type: none"> • unaccompanied baggage • Unit Load Device (ULD) loaded with freight/baggage • containers/pallets loaded with freight/baggage • air cargo/freight • loose freight • live freight • allowable dangerous goods • fragile and perishable goods • valuables • aircraft components • mail • diplomatic items • human remains
Hazards that may exist when loading and securing aviation freight/baggage may include but are not restricted to:	<ul style="list-style-type: none"> • incorrect lifting and manoeuvring techniques (manual handling) for the types of freight/baggage concerned, usually in aircraft cargo hold confined spaces • heavy freight/baggage • overweight freight/baggage • incorrectly labelled freight/baggage • falling freight/baggage • poorly stacked/stowed/secured freight/baggage • freight/baggage of unusual shape or physical size • freight/baggage containing illegal substances • freight/baggage containing dangerous goods (both declared and/or undeclared) • freight/baggage found to be a security risk • moving equipment within hold (where applicable) including belt loaders

RANGE STATEMENT

	<ul style="list-style-type: none"> • uneven surfaces or gaps in the floor of the aircraft hold • protruding surfaces in the aircraft's bulkhead and hold structures • noise • dust • fire • climatic conditions/extreme temperature
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • safety glasses • protective clothing • high visibility clothing • sun protection
Persons consulted during the loading and securing of aviation freight/baggage may include:	<ul style="list-style-type: none"> • other members of the freight/baggage loading and ramp teams • aircrew • load controllers • load supervisors, team leaders and managers • check-in staff • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • standard operating procedures • established procedures • workplace instructions • in Defence context, relevant Defence Orders and Instructions
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the loading and securing of aviation freight/baggage • in Defence context, relevant Defence Orders and Instructions • workplace procedures and instructions and job specification • aircraft load instruction report • aircraft load/trim sheets • load manifests • air waybills

RANGE STATEMENT

Applicable regulations and legislation may include:

- operational checklists for in-hold loading systems
- procedures for handling special freight/baggage such as live freight, dangerous goods, oversized baggage, fragile freight/baggage and perishable freight/baggage
- pre/post operational equipment checklists
- equipment logs/records
- OH&S regulations
- emergency procedures
- flight schedules and gate allocations
- manufacturers specifications and instructions for the in-hold loading system for the aircraft type
- induction and training materials
- conditions of service, legislation and industrial/workplace agreements and awards
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the loading and securing of aviation freight/baggage
- relevant IATA regulations
- relevant Australian Civil Aviation Safety Regulations pertaining to the loading and securing of aviation freight/baggage
- Civil Aviation Act
- relevant Department of Infrastructure, Transport, Regional Development and Local Government (DOTARS) policy
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field D - Load Handling

AVID2007A Unload aviation freight and baggage

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to unload aviation freight/baggage in accordance with workplace procedures, aircraft manufacturers instructions and regulatory requirements. It includes preparing for aircraft arrival; using in-hold aircraft loading systems to unload freight/baggage from an aircraft; and identifying, responding and reporting any malfunctions with the in-hold aircraft loading system and/or problems in the unloading of the freight/baggage. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant International Air Transport Association (IATA), Civil Aviation Safety Authority (CASA) and other relevant regulatory requirements.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and IATA, OH&S and other regulations relevant to the unloading of aviation freight and baggage from an aircraft across a variety of operational contexts within the Australian aviation industry.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for aircraft arrival	<p>1.1 Allocated flight number is checked and off-load instruction report obtained</p> <p>1.2 Appropriate personal protective equipment is selected, fitted and worn in accordance with established workplace procedures</p> <p>1.3 Designated aircraft bay is checked prior to aircraft arrival</p> <p>1.4 Foreign Object Debris (FOD) is identified and removed</p> <p>1.5 Pre-operational check of aircraft unloading equipment is conducted prior to aircraft arrival</p> <p>1.6 Aircraft unloading equipment is correctly positioned prior to aircraft arrival</p>
2 Use in-hold aircraft loading system to unload freight/baggage from an aircraft	<p>2.1 Aircraft cargo hold door/s surrounds are checked for damage prior to opening</p> <p>2.2 Damaged aircraft cargo hold door/s are reported where applicable in accordance with established workplace procedures</p> <p>2.3 Aircraft cargo hold door/s are opened in accordance with established workplace procedures and manufacturers' instructions</p> <p>2.4 Aircraft in-hold system is checked prior to unloading freight/baggage</p> <p>2.5 Aircraft is unloaded in accordance with the aircraft off-load instruction report</p> <p>2.6 Unloading of aircraft cargo hold is confirmed against the aircraft off-load instruction report</p> <p>2.7 Aircraft cargo hold door/s are closed and secured where applicable in accordance with aircraft schedule and established workplace procedures</p> <p>2.8 Security seals are placed on aircraft cargo hold door/s when applicable in accordance with workplace procedures and regulatory requirements</p>
3 Respond to problems in unloading freight/baggage from an aircraft	<p>3.1 A problem in unloading freight/baggage from the aircraft cargo hold is correctly and promptly identified and an appropriate solution is determined in conjunction with other team members and/or load supervisor/team leader in accordance with workplace procedures and regulatory requirements</p> <p>3.2 Any malfunction of in-hold loading system is correctly and promptly identified and appropriate action is taken to rectify and/or report the problem in accordance with workplace procedures and regulatory requirements</p> <p>3.3 Where an identified problem cannot be readily resolved by the unloading team, it is reported and referred to appropriate</p>

ELEMENT

PERFORMANCE CRITERIA

personnel

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles for the safe and effective handling and unloading of freight/baggage from an aircraft cargo hold
- Purpose, use and interpretation of aircraft off-load instruction report
- Features and differences of aircraft in-hold loading systems used in various aircraft types
- Workplace procedures for unloading freight/baggage from an aircraft
- Layout of airport and location of aircraft gates
- Relevant local instructions pertaining to the operation of aircraft in-hold loading systems and the unloading of aircraft cargo holds
- Manufacturers instructions for relevant aircraft in-hold loading systems
- Risks that exist when unloading aviation freight/baggage, and related risk control procedures and precautions
- Problems that may occur when unloading aviation freight/baggage, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when unloading aviation freight/baggage
- Read and interpret instructions, regulations, procedures and other information relevant to unloading aviation freight/baggage
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to unloading aviation freight/baggage
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when unloading aviation freight/baggage
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when unloading aviation freight/baggage in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when unloading aviation freight/baggage
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the unloading of aviation freight/baggage
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to unload aviation freight/baggage

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - safe manual handling techniques
 - correct techniques for unloading an aircraft in accordance with aircraft off-load instruction report
 - relevant regulations, legislation and workplace procedures applicable to the unloading of aviation freight/baggage
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Unloading of aviation freight/baggage may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • at international airports, domestic airports, regional airports and remote airfields • in relation to any aircraft types in service in Australia • in accordance with relevant regulatory and operational requirements
Performance may be demonstrated in:	<ul style="list-style-type: none"> • appropriately simulated in-hold unloading situations, and/or • when unloading freight/baggage from an aircraft
Aviation freight/baggage may include:	<ul style="list-style-type: none"> • unaccompanied baggage • Unit Load Device (ULD) loaded with freight/baggage • containers/pallets loaded with freight/baggage • air cargo/freight • loose freight • live freight • allowable dangerous goods • fragile and perishable goods • valuables • aircraft components • mail • diplomatic items • human remains
Hazards that may exist when unloading aviation freight/baggage may include but are not restricted to:	<ul style="list-style-type: none"> • incorrect lifting and manoeuvring techniques (manual handling) for the types of freight/baggage concerned, usually in aircraft cargo hold confined spaces • heavy freight/baggage • overweight freight/baggage • incorrectly labelled freight/baggage • falling freight/baggage • poorly stacked/stowed/secured freight/baggage • freight/baggage of unusual shape or physical size • freight/baggage containing illegal substances • freight/baggage containing dangerous goods (both declared and/or undeclared) • freight/baggage found to be a security risk • moving equipment within hold (where applicable) including belt loaders

RANGE STATEMENT

	<ul style="list-style-type: none"> • uneven surfaces or gaps in the floor of the aircraft hold • protruding surfaces in the aircraft's bulkhead and hold structures • noise • dust • fire • climatic conditions/extreme temperature
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • safety glasses • protective clothing • high visibility clothing • sun protection
Persons consulted during the unloading of aviation freight/baggage may include:	<ul style="list-style-type: none"> • other members of the freight/baggage loading and ramp teams • aircrew • load controllers • load supervisors, team leaders and managers • check-in staff • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • workplace procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the unloading of aviation freight/baggage • in Defence context, relevant Defence Orders and Instructions • workplace procedures, instructions and job specification • aircraft off-load instruction report • aircraft load/trim sheets • load manifests • air waybills • operational checklists for in-hold loading systems • procedures for handling special freight/baggage such as live freight, dangerous goods, oversized baggage, fragile

RANGE STATEMENT

- freight/baggage and perishable freight/baggage
- pre/post operational equipment checklists
 - equipment logs/records
 - OH&S regulations
 - emergency procedures
 - flight schedules and gate allocations
 - manufacturers specifications and instructions for the in-hold loading system for the aircraft type
 - induction and training materials
 - conditions of service, legislation and industrial/workplace agreements and awards
- Applicable regulations and legislation may include:
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the unloading of aviation freight/baggage
 - relevant IATA regulations
 - relevant Australian Civil Aviation Safety Regulations pertaining to the unloading of aviation freight/baggage
 - Civil Aviation Act
 - relevant Department of Infrastructure, Transport, Regional Development and Local Government (DOTARS) policy
 - relevant OH&S legislation
 - environmental protection legislation
 - relevant Australian Standards
 - industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field D - Load Handling

AVIE3003B Complete a Notice to Airmen (NOTAM)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to complete a Notice to Airmen (NOTAM), including preparing and processing the required NOTAM. Required performance includes compliance with all relevant regulatory requirements, conventions and protocols. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant air traffic control regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant communication principles, regulations, conventions, protocols and procedures when completing a NOTAM as part of commercial activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare a Notice to Airmen (NOTAM)

- 1.1 Situations requiring the issue of a NOTAM are identified
- 1.2 Specific information required for inclusion in the NOTAM is calculated or otherwise identified in accordance with workplace procedures
- 1.3 NOTAM containing appropriate information, formatting, terminology and abbreviations for the notifiable situation is raised and issued to relevant authorities or organisations in accordance with workplace procedures and regulatory requirements

2 Process NOTAM

- 2.1 The prepared NOTAM is filed in accordance with workplace procedures and regulatory requirements
- 2.2 NOTAM is distributed to relevant personnel in accordance with workplace procedures and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the completion of NOTAMs
- Relevant OH&S and environmental procedures and regulations
- Aerodrome operating procedures
- Reporting procedures
- Aircraft schedules and their use in aerodrome inspection and reporting
- Purpose and application of Method of Working Plans (MOWPs)
- Safety hazards and risks that exist when completing a NOTAM and related risk control procedures and precautions
- Problems that may occur when completing a NOTAM and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when completing a Notice to Airmen (NOTAM)
- Read and interpret instructions, regulations, procedures and other information relevant to a Notice to Airmen (NOTAM)
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a Notice to Airmen (NOTAM)
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing a Notice to Airmen (NOTAM)
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when completing a Notice to Airmen (NOTAM) in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when completing a Notice to Airmen (NOTAM)
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the completion of a Notice to Airmen (NOTAM)
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct complete a Notice to Airmen (NOTAM)

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Relevant authorities for reporting NOTAMs may include: | <ul style="list-style-type: none"> • NOTAM Office (Airservices Australia) • Australian Defence Forces Command for military bases |
| Aerodromes may include: | <ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes |
| Published information may include: | <ul style="list-style-type: none"> • AIP - En Route Supplement Australia (ERSA) • NOTAM • Aeronautical Information Publication (AIP) Supplement (AICs) |
| Types of NOTAMs may include: | <ul style="list-style-type: none"> • permanent • temporary • review |
| NOTAMs may be issued for the following situations: | <ul style="list-style-type: none"> • changes (temporary or permanent) to published information • advanced notice of aerodrome works affecting runways or Obstacle Limitation Surfaces (OLS) • unserviceable portions of the runway • failures in aerodrome lighting or obstacle lighting • changes to navigational aids information • bird or animal hazards posing a danger to aircraft movements • new obstacles • other changes of the serviceability of the aerodrome which may affect the safety of aircraft operations |
| ERSA information may include: | <ul style="list-style-type: none"> • aerodrome diagram • aerodrome location and administration • movement area data • lighting data • navigation aids data • air traffic services • traffic advisory frequency • ground services • unicom • aerodrome frequency response unit • special procedures • notices • runway distance supplement |

RANGE STATEMENT

Information in a NOTAM will include:	<ul style="list-style-type: none">• obstacle-clear take-off gradients• one directional runways• obstacle survey areas• Supplementary Take-off Distances (STODA)• runway slope• runway strip width• name of aerodrome• purpose of the NOTAM• date of issue of the NOTAM• period of validity
Hazards in the work areas may include:	<ul style="list-style-type: none">• aircraft noise• aircraft movements• other vehicles in the vicinity of the aircraft• personnel in the vicinity of the aircraft• jet blast• fumes and dust
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to completing NOTAMs• aerodrome manuals• workplace operating procedures manuals• Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])• En Route Supplement Australia (ERSA)• Runway Distance Supplement (RDS)• Departure and Approach Procedures (DAP)• airline timetables• induction and training materials
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• Civil Aviation Act (1988) and Civil Aviation Regulations and Orders pertaining to the completion of NOTAMs• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to NOTAM completion• Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])• applicable state, territory and commonwealth regulations concerning:

RANGE STATEMENT

- OH&S
- workplace relations
- workers compensation
- ADG Code and Mines Regulation Act for fuel
- environmental protection
- equal opportunity

Unit Sector(s)

Not applicable.

Competency field

Competency Field	E - Communication and Calculation
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AVIE3004B Maintain radio communications as part of airport operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to maintain radio communications using English language as part of airport operations, including the operation, management and maintenance of radio equipment under normal and emergency conditions. It also covers the skills and knowledge needed when taking appropriate action in the event of radio failure, including maintenance of communications with aircraft using light signals. Required performance includes compliance with all relevant regulatory requirements (i.e. CAR Part 5 Div 3 and CAR 82-85 inclusive). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of aircraft radio communication principles, regulations, standard phraseology, safety codes, protocols and procedures to maintain radio communications with aircraft as part of commercial airport activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out radio communications	<p>1.1 Transmission and receipt of radio telephone messages is carried out using English language in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Emergency and urgency transmissions and procedures are made in accordance with the En Route Supplement Australia (ERSA) (current edition) and the Aeronautical Information Publication (AIP)</p> <p>1.3 Appropriate responses are made to all received messages in accordance with workplace procedures and regulatory requirements</p> <p>1.4 A listening watch is maintained in accordance with workplace procedures</p>
2 Maintain radio equipment	<p>2.1 System checks are performed prior to radio use to confirm that it is operational in accordance with manufacturers specifications and operational procedures</p> <p>2.2 The aircraft radio system is maintained in accordance with manufacturers specifications and operational requirements.</p> <p>2.3 Faults in the radio performance are identified and reported in accordance with company procedures</p> <p>2.4 For minor faults not requiring special tools or instruments, appropriate fault-finding procedures and corrective actions are employed in accordance with workplace procedures</p>
3 Take appropriate action in event of radio failure	<p>3.1 In the event of a loss of radio transmission or reception, radio equipment failure procedures are followed in accordance with workplace procedures and the Flight Manual/Pilot's Operating Handbook (POH)</p> <p>3.2 In the advent of radio failure, light signals from Air Traffic Control where applicable are correctly interpreted and appropriate responses made in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Regulations, Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to aircraft radio communications including CAR Part 5 Div 3 and CAR 82-85 inclusive
- Relevant OH&S and environmental procedures and regulations
- Principles of effective radio communications
- Functions of radiotelephone equipment as used to communicate with aircraft
- Operating and maintenance procedures for aircraft radiotelephone equipment
- Standard radiotelephony phraseology as detailed in the Aeronautical Information Publication (AIP)
- Critical messages including a Distress Message (Mayday call) and an Urgency Message (Pan call)
- International distress frequencies for radiotelephone (R/T)
- Problems that may occur during radio communications and action that can be taken to overcome them
- Faults that may occur in radio equipment and appropriate fault reporting, fault detection and remedial action that can be taken
- Fault-finding procedures and corrective actions for radio not involving special tools or instruments

Required skills:

- Communicate effectively with others when maintaining radio communications as part of airport communication procedures and using standard aviation terminology
- Read and interpret instructions, regulations, procedures and other information relevant to radio communications as part of airport operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to maintaining radio communications as part of airport operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining radio communications as part of airport operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when maintaining radio communications as part of airport operations in accordance with regulatory requirements and

REQUIRED KNOWLEDGE AND SKILLS

workplace procedures

- Implement contingency plans for unexpected events that may arise when maintaining radio communications as part of airport operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during radio communications as part of airport operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct radio communications as part of airport operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Operations are conducted: | <ul style="list-style-type: none"> • daily • in variable weather conditions |
| Aerodromes may include: | <ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes • Aircraft Landing Areas (ALAs) |
| Radio equipment may include: | <ul style="list-style-type: none"> • HF radio • VHF radio |
| An aircraft radio system may include: | <ul style="list-style-type: none"> • battery switch • radio master switch • indicating meters • fuses and circuit breakers • microphone and voice activated • transmitter • receiver • headphones and speaker • antenna systems appropriate to the radio |
| Radio operations may include: | <ul style="list-style-type: none"> • maintaining the aircraft radio system • transmitting and receiving on VHF and HF • using squelch controls • establishing a listening watch • conducting a communication check • use of Automatic Terminal Information Services (ATIS) • use of an Emergency Locator Transmitter (ELT) |
| Relevant frequencies (as per ERSA) are: | <ul style="list-style-type: none"> • Mandatory Broadcast Zones (MBZ) • Common Traffic Advisory Frequency (CTAF) • other air traffic agencies (e.g. air traffic control) • Automatic Terminal Information Services (ATIS) |
| Phraseology and phonetic considerations include but are not limited to: | <ul style="list-style-type: none"> • standard procedural words and phrases • pronunciation of phonetic alphabet and numbers • correct use of aircraft call signs • transmission of numbers • transmission of time • radio test procedure/reliability scale • listening to the radio (avoiding over transmissions) • establishing and maintaining communications • clipped transmission and consequences |

RANGE STATEMENT

- Emergency radio procedures are:
- a Distress Message (Mayday call)
 - an Urgency Message (Pan call)
- Appropriate responses to emergency transmission include:
- establishing priority of calls
 - imposing radio silence
- At aerodromes with air traffic control:
- alternative communication methods, in the advent of radio failure, will include the use of light signals
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - standard operating procedures
- Information/documents may include:
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to radio communications (including CAR Part 5 Div 3 and CAR 82-85 inclusive)
 - Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
 - workplace procedures and instructions and job specification
 - Flight Manual/Pilot's Operating Handbook (POH)
 - Manual of Standards - Pilot Licensing (MOS-PL)
 - Aeronautical Information Publication (AIP)
 - En Route Supplement Australia (ERSA)
 - Civil Aviation Advisory Publication (CAAP) No. AIRWAYS - 3(0)
 - manufacturers specifications for the operation and maintenance of radio equipment
 - relevant operations manuals
 - approved checklists for radio operation and minor maintenance
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and legislation may include:
- relevant Civil Aviation Regulations, Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to radio communications (including CAR Part 5 Div 3 and CAR 82-85 inclusive)
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

E - Communication and Calculation

AVIE4001B Maintain aircraft radio communications

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to maintain radio communications using English language and to operate and manage radiotelephone, transponder and intercom equipment under normal and emergency flight conditions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and aircraft operations; and aircraft control principles, regulations, safety codes, protocols and procedures relevant to maintaining aircraft radio communications.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct radio communications	<ul style="list-style-type: none">1.1 Transmission and receipt of radio telephone messages is carried out using English language in accordance with workplace procedures and regulatory requirements1.2 Emergency and urgency transmissions and procedures are made in accordance with the En Route Supplement Australia (ERSA) (current edition) and the Aeronautical Information Publication (AIP)1.3 All messages are reacted to appropriately in accordance with workplace procedures and regulatory requirements1.4 A listening watch is maintained throughout a flight in accordance with workplace procedures
2 Manage radio equipment malfunctions	<ul style="list-style-type: none">2.1 Radiotelephone equipment failure procedures are performed in the event of a loss of radio transmission or reception in accordance with Flight Manual/Pilot's Operating Handbook (POH)2.2 Fault finding procedures and corrective actions not involving special tools or instruments are employed
3 Operate transponder	<ul style="list-style-type: none">3.1 Aircraft transponder is operated and monitored in accordance with the AIP during normal operations3.2 Aircraft transponder is operated and monitored in accordance with the AIP during non-normal and emergency operations

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Sections of Civil Aviation Orders and regulations pertaining to aircraft radio communications
- In ADF context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of effective radio communications
- Functions of radiotelephone equipment as used on aircraft
- Operating procedures for aircraft radiotelephone equipment
- Standard radiotelephony phraseology as per Aeronautical Information Publication (AIP)
- International distress frequencies for R/T
- Recall distress, radio failure and unlawful interference transponder code
- Problems that may occur during radio communications and action that can be taken to overcome them
- Faults that may occur in radiotelephone equipment and appropriate fault detection and remedial action that can be taken
- Fault finding procedures and corrective actions for radiotelephone equipment not involving special tools or instruments

Required skills:

- Use oral and written English language communication skills sufficient to support situation awareness within flight radio operations
- Operate aircraft radiotelephone equipment in accordance with manufacturers instructions, workplace procedures and regulatory requirements
- Communicate effectively under operating conditions using standard phraseology and communication protocols
- Use English language to a standard which enables requests and instructions to be understood by Air Traffic Service and other stations and ensures compliance with received instructions
- Conduct basic faultfinding of defective radiotelephone equipment
- Comply with regulatory requirements pertaining to aircraft radiotelephone communications
- Manipulate any switch or device requiring the release of flight controls without changes to height, heading, speed, attitude, exceeding RPM or power limits
- Interpret and react appropriately to light signals from air traffic control
- Interpret instructions, regulations, procedures and other information relevant to maintaining aircraft radio communications
- Interpret and follow operational instructions and prioritise work

REQUIRED KNOWLEDGE AND SKILLS

- Complete documentation related to maintaining aircraft radio communications
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining aircraft radio communications
- Adapt to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when maintaining aircraft radio communications in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when maintaining aircraft radio communications
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during aircraft radio communications
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to maintain aircraft radio communication

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules • VMC with simulated IMC • IMC
Performance may be demonstrated in:	<ul style="list-style-type: none"> • an aircraft with appropriate radiotelephone equipment • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopters • commercial balloons • other commercial or military aircraft which incorporate radio communications equipment
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Radiotelephony equipment may include:	<ul style="list-style-type: none"> • HF radio • VHF radio • UHF radio • transponder • intercom system
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders, including Day Visual Flight Rules (Day VFR)

RANGE STATEMENT

- in ADF context, relevant Defence Orders and Instructions
 - Manual of Standards - Pilot Licensing (MOS-PL)
 - Flight Manual/Pilot's Operating Handbook (POH)
 - Aeronautical Information Publication (AIP)
 - En Route Supplement Australia (ERSA)
 - charts
 - Fight Radiotelephone Operator Licence (FROL) Syllabus
 - operations manuals
 - approved checklists
 - workplace procedures and instructions and job specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - relevant Civil Aviation Regulations, Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to radio communications
 - in ADF context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards
 - relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
 - relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation
- Applicable regulations and legislation may include:
- Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

E - Communication and Calculation

AVIE5002B Apply air traffic control communication procedures and services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to communicate effectively in an air traffic services environment. This includes clear and concise communication to pilots using all forms of communication media, the communication of information to coordinate with other air traffic services units and communication within a team to achieve effective teamwork. It also includes providing flight information with which the aircraft commander makes decisions concerning the operational control of flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit is critical to achieving safe, efficient and regular air traffic services. In the application of this unit, all media is considered including electronic means such as Controller-Pilot Datalink Communication (CPDLC), voice channels and light signals as used in control towers. It also includes the use of visual aids to communicate messages.

Operational control of the aircraft will include the initiation, continuation, termination, diversion or cancellation of the flight. Flight information provided by air traffic services will include critical operational information that enables the flight crew to make informed decisions regarding their flight.

Persons exercising competence in this unit will need to fulfil the licensing and regulatory requirements of the Civil Aviation Safety Authority pertaining to air traffic controllers and/or the relevant military authority and any corporate requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

Communication is conducted across a variety of operational air traffic control contexts within the Australian aviation industry.

Work includes providing a flight information service (FIS) including directed traffic information, meteorological information, NOTAM and any other operational information associated with safe flight operations. FIS also includes issuing hazard and safety alerts to aircraft, and separating aircraft which, at times, will include passing on accurate traffic information and keeping this updated.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate accurate operational messages	1.1 Communication delivery is clear, timely and delivered to a satisfactory standard 1.2 Standard phrases are used 1.3 Non-standard phrases are unambiguous and concise 1.4 Active listening watch is maintained for all communication channels 1.5 Readbacks are provided and obtained 1.6 Delivery of voice messages are adjusted to suit receiver 1.7 Messages are formatted and interpreted correctly 1.8 Messaging protocols are followed 1.9 Messages are correctly acknowledged 1.10 Most effective method of communication is used 1.11 Language is fluently spoken with no impediments 1.12 Communication with airspace users is maintained by effective management of communication facilities 1.13 Operational messages are coordinated and recorded when required
2 Communicate in a team	2.1 Handover-takeover is performed to achieve continuity of teamwork and service 2.2 Team members communications are acknowledged as received and understood 2.3 Observations are verbalised to team members 2.4 Inquiries are made with team members 2.5 Frequency of communications with team members is adjusted to the circumstances
3 Provide operational information and coordination	3.1 Position and navigation information is provided when requested or required taking into account the method of control and surveillance 3.2 Meteorological information is provided when required or requested 3.3 Changes in the operational status of aids to navigation, air routes and airspaces affecting flight operations are provided when required or requested 3.4 Changes in the operational status of communication facilities affecting flight operations are provided when required or requested 3.5 Changes to air traffic services procedures affecting flight operations are provided when required or requested 3.6 Hazard alerts concerning flight are issued when required in

ELEMENT

PERFORMANCE CRITERIA

- accordance with standard operating procedure
- 3.7 Hazard alerts concerning flights are cancelled when able
- 3.8 Safety alerts concerning flight are issued when required in accordance with standard operating procedure
- 3.9 Safety alerts concerning flights are cancelled when able
- 3.10 Operational flight information is coordinated if required
- 3.11 Operational information issued is appropriately recorded
- 3.12 Flight following is provided when requested and able
- 4 Issue and coordinate traffic information**
- 4.1 Information concerning conflicting traffic is issued in accordance with standard operating procedure
- 4.2 Information concerning other relevant traffic is issued in accordance with standard operating procedure
- 4.3 Traffic avoidance advice is issued when appropriate and in accordance with standard operating procedure
- 4.4 Traffic information is coordinated when required
- 4.5 Traffic information and advice issued is appropriately recorded
- 5 Respond to pilot requests**
- 5.1 Sufficient information is obtained from relevant sources to determine the nature and implications of the pilot request
- 5.2 An appropriate response is made to pilot requests

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S and environmental protection procedures and regulations
- Principles of effective communication
- Communications procedures applicable in air traffic control services
- Sections of the air traffic procedures manual and local instructions relevant to air traffic control communication procedures
- Standard aviation radiotelephony and coordination phrases, including standard abbreviations as detailed in the Aeronautical Information Publication (AIP)
- Non-standard forms of communication to aircraft and other control elements
- Messaging formats and protocols
- Communication media including voice, electronic, visual and written, including the capabilities, advantages and disadvantages of each
- Handover-takeover procedures
- Communication types including acknowledgements, inquiries and observations
- Barriers to communication including sex, age, race, seniority, status and culture
- Influences on communication including personal beliefs, attitudes, needs and personality
- Misinterpretation of words such as frequently, likely, sometimes, never, usually and often
- Communication error case studies
- Interference with communication including workload, noise, expectations and distortion
- Qualitative aspects of verbal communication including tone, emphasis, stress and frustration
- Communication techniques including chunking of information
- Communication requirements within teams including acknowledging, inquiring and observing
- Frequencies, rated coverage and footprints of communications facilities within and immediately adjacent to the area of jurisdiction including Flightwatch services
- Communication codes, abbreviations and conventions
- Communications associated with emergency and/or abnormal operations
- Readback requirements
- Coordination procedures, requirements and phraseologies including non-coordination routes
- Prompts and techniques used to assist and cue coordination and communications
- Preferred order of response to incoming and outgoing communications commensurate with the safety imperative and service priorities
- Speech delivery techniques using the English language including techniques for clear and concise delivery of communications

REQUIRED KNOWLEDGE AND SKILLS

- English language to a minimum of ICAO Operational Level 4 standard
- Effects of fatigue on effective communication
- Relevant equipment/facilities used in air traffic communications, its applications and the procedures for its use
- Procedures to be followed in the event of equipment/facility failure
- Safety hazards and risks that exist when using air traffic control communications procedures and related risk control procedures and precautions
- Problems that may occur when using air traffic control communications procedures and appropriate action that should be taken in each case

Required skills:

- Communicate clearly and concisely with others when applying air traffic control communication procedures and services
- Use the most appropriate form of communication for the operational context
- Use communication facilities to maintain contact with airspace users
- Use the language of English to ICAO Operational Level 4 standard
- Prioritise responses in accordance with operational procedures
- Actively listen when applying air traffic control communication procedures and services
- Interpret and record messages
- Relay messages
- Use both standard and non-standard radiotelephony and coordination phrases when applying air traffic control communication procedures and services
- Read and interpret instructions, regulations, procedures and other information relevant to air traffic control communication procedures and services
- Interpret and follow operational instructions and prioritise work
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Complete documentation related to air traffic control communication procedures and services
- Format and issue communication messages
- Work collaboratively with others when applying air traffic control communication procedures and services
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Perform handover-takeover to ensure continuity of teamwork and air traffic service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when applying air traffic control communication procedures and services in accordance with regulatory requirements and workplace procedures
- Demonstrate temperament reflecting a calm, composed and cooperative characteristic and emotional response under challenging situations
- Make decisions related to the prioritising of tasks and the projection of and planning for traffic and environmental events
- Conduct aeronautical decision making
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Implement contingency plans for unexpected events that may arise when using air traffic control communication procedures
- Judge and form an opinion or evaluate situations by discerning and comparing information
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when applying air traffic control communication procedures and services
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Implement OH&S procedures and relevant regulations
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface (HMI) or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	<ul style="list-style-type: none"> • by day or night • in variable weather conditions
Performance may be demonstrated in:	<ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace
Air traffic control workplace may be a workstation in :	<ul style="list-style-type: none"> • Area Control • Approach Control • Aerodrome Control
Key aspects of providing operational information include:	<ul style="list-style-type: none"> • operational control of aircraft will include the initiation, continuation, termination, diversion or cancellation of the flight. Flight information provided by air traffic services officers will include critical operational information that enables the flight crew to make informed decisions regarding the operational control of their flight • flight information can be issued by general broadcasts or by directing information to specific aircraft • operational information will include information regarding aircraft position, navigation, communication, other airways facilities, airspace and air routes and air traffic services
Key aspects of providing traffic information include:	<ul style="list-style-type: none"> • traffic information is derived by surveillance displays or using procedural criteria such as time and distance • Traffic Information Broadcasts by Aircraft (TIBA) procedures are also used in certain airspace requiring the transition to and from such airspace and adjusting ATS procedures • traffic information can be issued by general broadcasts or by directing information to specific aircraft. A general broadcast of traffic information might consist of military low level fast jet operations
Equipment used in air traffic control communications may include:	<ul style="list-style-type: none"> • HF radio • VHF radio • signalling lamps • Controller-Pilot Data Link Communication (CPDLC) equipment • fixed telephone • mobile telephone • computers (email and local area networks) • facsimile

RANGE STATEMENT

Communications may include, but are not limited to:

- provision of current observed and or automatically recorded aerodrome weather information
- provision of prescribed aeronautical information
- provision of navigational information
- responses to requests
- response to SAR alerting/IFER/AEP implementation or facility failure
- instructions to pilots
- provision of NOTAMs
- responses to distress calls

Pilot-controller communications errors can be divided into ten distinct areas:

- misinterpretable statements
- inaccurate statements
- inaccuracies in content
- incomplete content
- ambiguous phraseology
- untimely transmissions
- garbled phraseology
- absent - not sent
- absent - equipment failure
- recipient not monitoring

Pilot-controller communication errors, as viewed from an operational perspective, can result in four main areas of operational error:

- deviations from assigned altitudes and flight levels
- deviations in headings
- failures to 'hold short' of the active runway
- deviations from airways routing

Communication errors tend to occur:

- due to differences between the information-processing (way of thinking) strategies used by the flight crews and ATC. Also differences exist in the social environment within which the communication is taking place. Information processing communication failures might occur as a result of differences in mental models and differences in the perceived importance of the information concerned; this might include any expectations of the parties involved

Miscommunication within teams:

- includes communication errors within flight crew teams, between flight crew and cabin crew and within air traffic control teams
- is more prevalent than a lack of communication. As the aviation environment is highly proceduralised there exists the problem of crews (pilots and controllers) developing expectancy. As procedures are standardised, team members expect that particular procedures and the

RANGE STATEMENT

	<p>relevant communications will take place. This leads to an expectancy of what is to come and when errors are made they are not easily detected. This problem is also known as hearback error</p>
The key elements of communication by air traffic controllers are:	<ul style="list-style-type: none">• the clarity with which the message is delivered• the brevity of the message (say only that which is required)• keeping the communications standard• considering the context within which the message is delivered• intonation (emphasis). Intonation is also important to the way the message is delivered. The variation in the pitch and tone of the communicator's voice can change the meaning of the message by influencing the way the message is interpreted
Critical aspects of communication are:	<ul style="list-style-type: none">• communication should advocate not who is right but what is right• communication requires listening if it is to be effective. Forty-two percent of an air traffic controller's time is spent listening. One of the largest problems contributing to the failure of communication within the aviation environment is the failure to hear or to hear accurately. Listening requires active involvement not passive attention• communication occurs at a cost. Human verbal communication is a resource intensive and consuming task; it degrades the visual image and it diverts attention away from the task(s) at hand. During busy periods of traffic, it is imperative that communications are clear and concise. If messages are not clear and concise and require repeating, excessive resources are likely to be depleted just to achieve a simple task. Workload will increase and the general level of service provided to aircraft will depreciate. In air traffic control, verbal communication constitutes a major medium with which to achieve air safety• effective communication is linked to a high grade of situation awareness• in teams where seniority contributes to a vertical hierarchy, junior members of the team might employ a communication strategy called mitigating language. The problem with this type of communication is that it is deliberately circumspect and is subject to misinterpretation. Therefore, a combination of expectancy and mitigating language might prove to increase the

RANGE STATEMENT

Reasons for communicating include:	<p>possibility of communication errors arising within teams</p> <ul style="list-style-type: none"> • to influence the receiver • to pass instructions • to coordinate ATC operations • to make contact • to confirm information • to link information • to receive feedback • to assist processing of information with which to make decisions
Communication methods include:	<ul style="list-style-type: none"> • voice or verbal • electronic • body language • written words • light and other visual signals and signs
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures • regulatory standards and recommended practices
Information/documents may include:	<ul style="list-style-type: none"> • Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS) • Local Instructions (LI) and Temporary Local Instructions (TLI) • training curricula and syllabi • equipment manufacturers specifications and instructions • Manual of Air Traffic Services (MATS) • Aeronautical Information Publication (AIP) • workplace procedures, instructions • Training Standards Manual (TSM) • ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management • occupational specification for air traffic controllers • industrial certified agreements and awards • training and assessment records • documented learning and assessment strategies
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP) • Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)

RANGE STATEMENT

- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field	E - Communication and Calculation
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AVIF2007B Implement regulations and policies during check-in procedures

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure compliance with regulations and policies during passenger check-in services for commercial aircraft flights, including compliance with the national and/or international legal obligations of an aircraft operator and staff, local laws and regulations when providing check-in services abroad, and relevant established industrial relations practices and requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of relevant regulations and policies during passenger check-in services for commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Comply with national and international legal obligations	<p>1.1 Sources of information on the legal obligations of an aircraft operator and staff during check-in are identified and accessed in accordance with workplace procedures</p> <p>1.2 An understanding of the legal obligations of an aircraft operator and staff during check-in is developed and applied to day-to-day work in the aviation industry</p> <p>1.3 Compliance is maintained with the legal obligations that bind an aircraft operator and staff during check-in</p>
2 Comply with local laws and regulations	<p>2.1 Relevant national/state OH&S laws and regulations are correctly identified and applied in day-to-day work to ensure compliance in accordance with workplace procedures as applicable</p> <p>2.2 Relevant customs and quarantine regulations are correctly identified and appropriate action is taken in day-to-day work to ensure compliance where applicable</p> <p>2.3 Appropriate advice is provided to passengers on customs and quarantine regulations when necessary</p> <p>2.4 Compliance is maintained with local laws and regulations while providing check-in services in all ports serviced by the airline operator</p>
3 Comply with established industrial relations practices and requirements	<p>3.1 Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures</p> <p>3.2 An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work in the aviation industry</p> <p>3.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work in the aviation industry</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
- Relevant OH&S, health, quarantine, customs and security procedures and regulations
- Relevant equal opportunity and anti-discrimination regulations
- Workplace procedures and policies related to passenger check-in services for commercial domestic and international aircraft flights
- Emergency and security procedures
- Principles of Crew Resource Management (CRM) and Human Factors (HF) related procedures
- Requirements of relevant regulations and legislation relevant to check-in services
- The industrial award system/trade union system as applicable
- The trade union system
- The concepts of arbitration and conciliation where applicable
- Principles of enterprise bargaining where applicable
- Employer/employee obligations and responsibilities
- Relevant industrial relations institutions, organisations and their functions
- Workplace and government policy on smoking on or in the vicinity of aircraft
- Workplace and government policy on the use of mobile phones or other electronic devices on or in the vicinity of aircraft

Required skills:

- Communicate effectively with others when implementing regulations and policies during check-in procedures
- Read and interpret instructions, regulations, procedures and other information relevant to regulations and policies during check-in procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to regulations and policies during check-in procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing regulations and policies during check-in procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing regulations and policies during check-in procedures in accordance with regulatory

REQUIRED KNOWLEDGE AND SKILLS

requirements and workplace procedures

- Implement contingency plans for unexpected events that may arise when implementing regulations and policies during check-in procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the implementation of regulations and policies during check-in procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct the implementation of regulations and policies during check-in procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Check-in service may be provided:
- for any type of commercial aircraft flight including domestic or international, while in home port or in slip port
 - for short and/or long haul services
 - in any category of service including economy, business class and first class
 - in any allowable operating and weather conditions
 - in accordance with enterprise and operational requirements
- Performance may be demonstrated on:
- an approved check-in service simulator
 - a passenger-carrying aircraft
- An understanding of the employer/employee obligations and responsibilities may include but is not limited to:
- the trade union system
 - the industrial awards system
 - the concepts of arbitration and conciliation
 - specific relevant enterprise awards/agreements
- Persons consulted may include:
- passengers
 - aircraft cabin crew and flight crew members
 - ground support staff
 - relevant human resources staff
 - airline supervisory and management staff
 - union representatives
 - relevant technical staff
 - relevant government officials from Australia or other countries, including:
 - aviation industry regulatory staff
 - quarantine authority staff
 - customs authority staff
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - standard operating procedures
- Information/documents may include:
- relevant regulations, including security, customs, quarantine, OH&S security and environmental protection regulations
 - airline procedures and instructions and job specification

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace policies
- check-in service checklists and procedures
- local laws and regulations when providing check-in services in remote countries
- OH&S security and environmental protection regulations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
- relevant OH&S legislation
- relevant environmental protection legislation
- relevant quarantine legislation
- equal opportunity and anti-discrimination legislation
- relevant customs regulations
- relevant security regulations
- 'crimes on aircraft' legislation
- insurance legal requirements
- airline and government policy on smoking on or in the vicinity of aircraft
- airline and government policy on the use of mobile phones and other electronic devices on or in the vicinity of aircraft
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

F - Safety Management

AVIF2010B Implement regulations and policies during aircraft safety and service operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure compliance with regulations and policies during aircraft safety and service operations on commercial passenger-carrying aircraft flights, including compliance with relevant regulatory requirements and legal obligations, established industrial relations practices and requirements, and pertinent local laws and regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of relevant regulations, safety codes, policies and protocols when carrying out safety and service operations as a member of the aircrew on commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Comply with relevant regulations and legal obligations	<p>1.1 Sources of information on regulatory requirements and legal obligations relevant to interactive aircrew operations are identified and accessed in accordance with workplace procedures</p> <p>1.2 An understanding of regulatory requirements and legal obligations relevant to interactive aircrew operations is developed and applied to day-to-day work in the aviation industry</p> <p>1.3 Compliance is maintained with the regulatory requirements and legal obligations that bind aircraft aircrew in their safety, security and operational tasks</p> <p>1.4 Principles of Crew Resource Management (CRM) are applied as a member of the aircrew during safety, security and service operations on an aircraft</p>
2 Comply with established industrial relations practices and requirements	<p>2.1 Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures</p> <p>2.2 An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work in the aviation industry</p> <p>2.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work in the aviation industry</p>
3 Comply with relevant local laws and regulations	<p>3.1 Quarantine and customs regulations and other local laws relevant to the work activities of aircrew are correctly identified and appropriate action is taken in day-to-day work to ensure compliance where applicable</p> <p>3.2 Appropriate advice is provided to passengers on customs and quarantine regulations and other relevant local laws, when necessary</p> <p>3.3 Compliance is maintained with relevant local laws and regulations while in slip ports</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of regulatory requirements pertaining to aircraft safety, security and service
- Relevant workplace procedures and policies related to aircraft safety, security and service
- Relevant emergency procedures
- Crew Resource Management (CRM) and Human Factors (HF) principles
- Sources of information on relevant regulatory requirements
- Relevant aviation terminology
- Relevant theory of flight, meteorology and principles of load/passenger distribution as they relate to cabin crew functions
- Their position within the industrial award system
- The trade union system
- The concepts of arbitration and conciliation
- Principles of enterprise bargaining
- Employer/employee obligations and responsibilities
- Relevant industrial relations institutions, organisations and their functions

Required skills:

- Communicate effectively with others when implementing regulations and policies during aircraft safety and service operations
- Read and interpret instructions, regulations, procedures and other information relevant to implementing regulations and policies during aircraft safety and service operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to regulations and policies during aircraft safety and service operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing regulations and policies during aircraft safety and service operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing regulations and policies during aircraft safety and service operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when implementing regulations and policies during aircraft safety and service operations

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the implementation of regulations and policies during aircraft safety and service operations
- Monitor and anticipate operational problems, including safety and security hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct the implementation of regulations and policies during aircraft safety and service operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Safety and service operations may be carried out: | <ul style="list-style-type: none">• on any passenger-carrying aircraft type in commercial service• during short and/or long haul/international services• in any category of service for which the crew member has been trained• in any allowable operating and weather conditions• in accordance with regulatory and operational requirements including OH&S regulations |
| Performance may be demonstrated: | <ul style="list-style-type: none">• in approved simulated situations, and/or• on a passenger-carrying aircraft |
| An understanding of the employer/employee obligations and responsibilities may include but is not limited to: | <ul style="list-style-type: none">• the principles of Crew Resource Management (CRM) and Human Factors (HF)• the trade union system• the industrial awards system• the concepts of arbitration and conciliation• specific relevant enterprise awards/agreements• obligations and responsibilities under relevant regulations including civil aviation safety, OH&S, quarantine and customs |
| Persons consulted may include: | <ul style="list-style-type: none">• passengers• other air crew members• ground staff• relevant human resources staff• airline supervisory and management staff• security personnel• emergency services personnel• union representatives• relevant technical or engineering staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none">• relevant regulations• airline procedures and instructions and job specifications• workplace policies |

RANGE STATEMENT

Dependent upon context, applicable regulations and legislation may include, but are not limited to:

- International Civil Aviation Organization (ICAO) publications on Crew Resource Management (CRM) and Human Factors (HF) principles and related guidelines and documentation
- OH&S and environmental protection regulations
- cabin safety and service checklists and procedures
- local laws and regulations in slip ports
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Civil Aviation Act
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the integrated safety and operational responsibilities and roles of aircrew
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the integrated safety and operational responsibilities and roles of aircrew
- relevant OH&S legislation
- environmental protection legislation
- relevant health, food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant privacy regulations
- relevant security regulations
- 'crimes on aircraft' legislation
- state/federal/international liquor legislation
- insurance legal requirements
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF2012A Monitor the transfer of hazardous materials

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure that the transfer of hazardous materials on an aerodrome is monitored appropriately. This includes responding to hazardous incidents that occur during the transfer. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when monitoring the transfer of hazardous materials on an aerodrome.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1 Monitor the transfer of hazardous materials on an aerodrome | 1.1 Location and timing of transfer is determined
1.2 Transfer of hazardous material is monitored to ensure compliance with standard operating procedures
1.3 Breaches of standard operating procedures are logged and reported
1.4 Apron areas are inspected for minor spills and these are reported |
| 2 Respond to a hazardous materials incident | 2.1 Correct category of spill is determined
2.2 Incident is reported to the appropriate emergency response agency as required
2.3 Safety information on handling hazardous materials is located and utilised
2.4 Operational procedures for responding to a hazardous incident are followed
2.5 Notice to Airman (NOTAM) action is initiated/cancelled if and when necessary
2.6 Awareness of the Occupational Health&Safety (OH&S) and environmental implications of a spill is demonstrated
2.7 Clean-up operations are supervised
2.8 The serviceability of the affected area is determined
2.9 Running log book is maintained throughout the duration of the hazardous materials incident |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Aerodrome layout, including access routes
- Use of personal protective equipment and clean up materials for hazardous materials spills
- Procedures to minimise fire hazards
- Safety distances required for transfer of defined hazardous materials
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Standard operating procedures for monitoring the transfer of hazardous materials
- Categories of hazardous materials spills, and associated response actions

Required skills:

- Communicate effectively with others when monitoring the transfer of hazardous materials
- Read and interpret instructions, regulations, procedures and other information relevant to monitoring the transfer of hazardous materials
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to monitoring the transfer of hazardous materials
- Use of spill response equipment
- Work collaboratively with others when monitoring the transfer of hazardous materials
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when monitoring the transfer of hazardous materials in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when monitoring the transfer of hazardous materials
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when monitoring the transfer of hazardous materials

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when monitoring the transfer of hazardous materials

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs) |
| The work site may include: | <ul style="list-style-type: none"> • all of the aerodrome |
| Equipment may include: | <ul style="list-style-type: none"> • a radio • telephone • vehicle with flashing light • markers • lights • maintenance equipment • barricades • sandbags • fire extinguishers • spills response kit |
| Information and documents may include: | <ul style="list-style-type: none"> • Australian Standards • safety information and guidance material on hazardous materials (including MSDSs) • the Airport Emergency Plan and Procedures • the Aerodrome Manual • log books • NOTAM • hazardous materials |
| Operating conditions may involve a range of scenarios involving: | |
| Hazardous materials may include: | <ul style="list-style-type: none"> • fuel • dangerous goods • explosives • ammunition • sewerage |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulatory requirements • Manual of Standards - Aerodromes (part 139) |

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF2014A Undertake aircraft underwater escape and survival

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to exit an aircraft during underwater escape situations, including making appropriate survival decisions and working with others. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and escape policies, regulations, protocols and procedures required to safely escape an aircraft underwater and survive in a marine environment.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision within organisational guidelines. It may be conducted as part of a team.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for aircraft ditching	1.1 Nature and extent of aircraft situation is communicated and acknowledgment is confirmed 1.2 Personal items within the cabin are secured prior to ditching 1.3 Restraint devices and survival equipment are checked, fastened and secured prior to ditching 1.4 Primary and secondary egress routes, exits and equipment are located 1.5 Brace position is adopted
2 Undertake evacuation from the aircraft	2.1 Spatial orientation is conducted 2.2 Egress points are located 2.3 Exits are jettisoned and cleared 2.4 Restraint devices are released 2.5 Aircraft is egressed 2.6 Surface is cleared
3 Conduct rescue recovery process	3.1 Safety equipment is deployed in accordance with workplace procedures 3.2 Position indicating and signalling devices are deployed 3.3 Rescue recovery techniques are applied
4 Control survival hazards	4.1 Potential hazards are identified and controlled 4.2 Swimming techniques with a life jacket are applied 4.3 Hypothermia management techniques are employed 4.4 Raft boarding and righting techniques are employed 4.5 Emergency supplies and equipment are managed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to aircraft underwater escape and survival
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Aircraft escape techniques
- Aircraft egress and exit systems
- Hazards exiting aircraft during emergency situations
- Inverted and submerged aircraft escape techniques
- Safety equipment operation
- Emergency equipment deployment and operation
- Rescue and recovery techniques
- Workplace procedures for undertaking aircraft underwater escape and survival
- Manufacturers instructions for equipment used for aircraft underwater escape and survival
- Risks that exist when undertaking aircraft underwater escape and survival and related risk control procedures and precautions
- Problems that may occur when undertaking aircraft underwater escape and survival and appropriate action that should be taken in each case

Required skills:

- Perform aircraft egress and exit operation
- Operate emergency equipment
- Operate safety equipment
- Perform inverted and submerged aircraft escape techniques
- Apply hypothermia prevention and reduction techniques
- Perform life jacket swimming techniques
- Communicate effectively with others when undertaking aircraft underwater escape and survival
- Read, interpret and follow instructions, regulations, procedures and other information relevant to undertaking aircraft underwater escape and survival
- Complete documentation related to undertaking aircraft underwater escape and survival
- Work collaboratively with others when undertaking aircraft underwater escape and survival
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly report and/or rectify any identified problems that may occur when undertaking aircraft underwater escape and survival in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when undertaking aircraft underwater escape and survival
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when undertaking aircraft underwater escape and survival
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to undertake aircraft underwater escape and survival

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - securing all personal items, restraint devices and survival equipment prior to ditching
 - releasing restraint devices and egressing aircraft
 - applying rescue recovery techniques
 - employing life jacket swimming, raft boarding and raft righting techniques
 - employing hypothermia management techniques

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Restraint devices may include: | <ul style="list-style-type: none"> • harnesses • crewman harness • operational contingency loading equipment (Military only) |
| Survival equipment may include: | <ul style="list-style-type: none"> • emergency breathing system • life jackets |
| Surface clearing may include | <ul style="list-style-type: none"> • splashing the surface to clear oil/fuel |
| Safety equipment may include: | <ul style="list-style-type: none"> • strobe lights • position locating beacons • flares • life jackets • life rafts |
| Position indicating and signalling devices may include: | <ul style="list-style-type: none"> • strobe lights • position locating beacons • flares |
| Rescue recovery techniques may include: | <ul style="list-style-type: none"> • winching • rescue vessel |
| Potential hazards may include: | <ul style="list-style-type: none"> • environment • weather • sea state • cold shock |
| Swimming techniques with a life jacket may include: | <ul style="list-style-type: none"> • single • group |
| Hypothermia management techniques may include: | <ul style="list-style-type: none"> • group help • help position for single person heat retention |
| Emergency supplies and equipment may include: | <ul style="list-style-type: none"> • survival equipment • positioning equipment |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders |

RANGE STATEMENT

Applicable regulations and legislation may include:	<ul style="list-style-type: none">• in Defence context, relevant Defence Orders and Instructions• operations manuals• workplace procedures and instructions and job specification• induction and training materials• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft requirements of the Civil Aviation Safety Authority such as:<ul style="list-style-type: none">• Day VFR syllabus• Manual of Standards• relevant Defence documentation such as:<ul style="list-style-type: none">• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	F - Safety Management
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AVIF2015A Utilise emergency breathing system

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to utilise emergency breathing systems (EBS) during underwater escape situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and escape policies, regulations, protocols and procedures required to utilise EBS during underwater escape situations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision within organisational guidelines.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Prepare an EBS for use | 1.1 EBS pre-flight inspection is conducted
1.2 Preparations for flight are completed in accordance with workplace procedures
1.3 EBS defects are reported in accordance with workplace procedures |
| 2 Operate an EBS | 2.1 EBS is fitted in accordance with established procedures
2.2 EBS purging techniques are employed
2.3 Breathing techniques are employed during ascent
2.4 EBS malfunctions are responded to in accordance with workplace procedures |
| 3 Complete EBS after flight procedures | 3.1 EBS after use inspection is conducted
3.2 EBS after flight defects are reported
3.3 EBS is packed up in accordance with workplace procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to emergency breathing systems
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- EBS operating procedures
- Underwater breathing techniques
- Hazards associated with the use of EBS
- EBS malfunctions and defects including their management and reporting procedures
- Defect reporting procedures of the organisation
- EBS pre- and post-use inspection procedures
- Workplace procedures for utilising emergency breathing systems
- Manufacturers instructions for emergency breathing system equipment
- Risks that exist when utilising emergency breathing systems and related risk control procedures and precautions
- Problems that may occur when utilising emergency breathing systems and appropriate action that should be taken in each case

Required skills:

- Demonstrate EBS operating procedures
- Perform underwater breathing techniques
- Conduct EBS malfunction and defect management and reporting procedures
- Conduct flight preparation procedures
- Perform safety procedures for breathing compressed air underwater
- Communicate effectively with others when utilising emergency breathing systems
- Read, interpret and follow instructions, regulations, procedures and other information relevant to utilising emergency breathing systems
- Complete documentation related to utilising emergency breathing systems
- Work collaboratively with others when utilising emergency breathing systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when utilising emergency breathing systems
- Implement contingency plans for unexpected events that may arise when utilising emergency

REQUIRED KNOWLEDGE AND SKILLS

breathing systems

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when utilising emergency breathing systems
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use emergency breathing system equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - the underpinning knowledge and skills
 - conducting pre-flight inspection of EBS including reporting of defects
 - operating EBS including purging techniques, breathing techniques and responding to EBS malfunctions
 - conducting inspection of EBS after use including reporting of defects, and pack up

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Defects may include:	<ul style="list-style-type: none"> • visible signs of damage • leaking
EBS purging techniques may include:	<ul style="list-style-type: none"> • blow-out • purge button • combination of blow-out and purge button
Malfunctions may include:	<ul style="list-style-type: none"> • out of air • free flow • flooding (continual flow)
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures • manufacturers instructions
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • operations manuals • workplace procedures and instructions and job specification • induction and training materials
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft requirements of the Civil Aviation Safety Authority such as: <ul style="list-style-type: none"> • Day VFR syllabus • Manual of Standards • relevant defence documentation such as: <ul style="list-style-type: none"> • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	F - Safety Management
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AVIF2019A Work in aircraft confined spaces

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to work in an aircraft confined space. It includes entry and exit procedures, assessment of associated risks and how to operate safely in an aircraft confined space. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety policies, protocols and procedures required to operate safely in an aircraft confined space.

Work is performed under supervision within organisational guidelines.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and prepare for work in an aircraft confined space	<p>1.1 Work instructions relevant to the task being performed are obtained, confirmed and applied to the allocated task in accordance with established workplace procedures</p> <p>1.2 Safety requirements are applied to the allocated task in accordance with established workplace procedures</p> <p>1.3 Authorisation to enter the confined space is obtained in accordance with established workplace procedures</p> <p>1.4 Tools, equipment and personal protective equipment are selected to carry out task consistent with the requirements of the job</p> <p>1.5 Serviceability of tools, equipment and personal protective equipment is checked and any faults are rectified or reported in accordance with established workplace procedures</p>
2 Enter and work in an aircraft confined space	<p>2.1 Access cover/cargo hold door is removed or opened as required</p> <p>2.2 Confined space is entered in accordance with established workplace procedures</p> <p>2.3 Communication is maintained with appropriate personnel in accordance with established workplace procedures</p> <p>2.4 Designated work in confined space is conducted in accordance with established workplace procedures</p>
3 Exit aircraft confined space	<p>3.1 Confined space is exited according to established workplace procedures</p> <p>3.2 Tools, equipment, material and personal protective equipment are recovered from the confined space</p> <p>3.3 Access cover/cargo hold door is replaced or closed as required</p>
4 Complete confined space activities	<p>4.1 Tools, equipment and personal protective equipment are checked and stored in accordance with established workplace procedures</p> <p>4.2 Unserviceable tools, equipment and personal protective equipment are fixed or reported in accordance with established workplace procedures</p> <p>4.3 Documentation is completed in accordance with established workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to working in aircraft confined spaces
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Common hazards associated with working in aircraft confined spaces
- Safe manual handling techniques in confined spaces
- Aircraft confined spaces management and reporting procedures
- Defect reporting procedures of the organisation
- Workplace procedures for working in an aircraft confined space
- Manufacturer instructions for aircraft confined space tools and personal protective equipment
- Risks that exist when working in an aircraft confined space, and related risk control procedures and precautions
- Problems that may occur when working in an aircraft confined space, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when working in aircraft confined spaces
- Read, interpret and follow instructions, regulations, procedures and other information relevant to working in aircraft confined spaces
- Complete documentation related to working in aircraft confined spaces
- Work collaboratively with others when working in aircraft confined spaces
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when working in aircraft confined spaces
- Implement contingency plans for unexpected events that may arise when working in aircraft confined spaces
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when working in aircraft confined spaces
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage

REQUIRED KNOWLEDGE AND SKILLS

to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use aircraft confined spaces tools and equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - location, interpretation and application of relevant information, standards and specifications
 - compliance with work instructions, OH&S regulations and state/territory legislation applicable to working in aircraft confined spaces
 - compliance with organisational policies and procedures
 - safe preparation, entry and exit performance and application of all appropriate procedures
 - safe and effective operational use of tools, equipment and personal protective equipment

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tools and equipment may include but are not limited to:	<ul style="list-style-type: none">• harness and lifeline• signs and barriers• self contained breathing apparatus• atmospheric testing equipment• communications equipment• tools and equipment relevant to the work to be performed
Personal protective equipment may include but is not limited to:	<ul style="list-style-type: none">• hearing protection• safety gloves• safety footwear• safety glasses• protective clothing• high visibility clothing• sun protection
Hazards that may exist when working in an aircraft confined space may include but are not limited to:	<ul style="list-style-type: none">• moving equipment within aircraft• uneven surfaces or gaps in the floor of the aircraft• protruding surfaces in the aircraft's bulkhead and hold structures• height of confined aircraft space• noise• vibration• dust• fire• climatic conditions/extreme temperatures• hazardous materials• contaminated atmosphere• toxic gases
Communications may include:	<ul style="list-style-type: none">• two-way radio• hand signals• mobile phone• verbal instructions• written instructions
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures

RANGE STATEMENT

Information/documents may include:

- manufacturer instructions
- in Defence context, relevant Defence Orders and Instructions
- operations manuals
- workplace procedures and instructions and job specification
- induction and training materials

Applicable regulations and legislation may include:

- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

F - Safety Management

AVIF3004B Supervise the safety of aerodrome works and general access

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to supervise the safety of aerodrome works and general access, including preparing for aerodrome works, supervising aerodrome access by vehicles and personnel, and supervising and completing aerodrome works. Required performance includes compliance with all relevant regulatory requirements (i.e. CAR 89 I, Schedule 10). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant principles, regulations, protocols and procedures when supervising the safety of aerodrome works and general access as part of commercial activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for aerodrome works	<p>1.1 Official notification of impending start to the works is confirmed with appropriate aerodrome personnel</p> <p>1.2 Processes for the safe conduct of the aerodrome works are developed or adapted from relevant plans, drawings, procedures documents, and Method of Working Plans (MOWPs) in accordance with workplace procedures</p>
2 Supervise aerodrome access by vehicles and personnel	<p>2.1 Access requirements and relevant authorisation for all vehicles and personnel are determined in accordance with workplace procedures</p> <p>2.2 Personnel, vehicles and equipment entering the airside are inspected to ensure compliance with aerodrome requirements</p> <p>2.3 Appropriate supervision of airside personnel and vehicles is maintained throughout period on airside</p> <p>2.4 Vehicles are inspected to ensure they are marked in an appropriate manner</p>
3 Supervise aerodrome works	<p>3.1 Unserviceability markers and barriers are positioned in accordance with workplace procedures and regulations</p> <p>3.2 Aerodrome work procedures are supervised in accordance with MOWPs or other workplace procedures</p> <p>3.3 The activities of personnel, vehicles and plant on the movement area are managed to ensure the safety of aircraft</p> <p>3.4 Works are completed in accordance with relevant MOWP</p> <p>3.5 Updated notification information is issued to ensure continued safe conduct of aerodrome works and aircraft operations</p> <p>3.6 At such times as required by aircraft, the aerodrome is temporarily restored to operational status in accordance with workplace procedures</p>
4 Complete aerodrome works	<p>4.1 The work area is cleared of personnel, vehicles and plant in a safe and timely manner, ensuring the aerodrome has been restored to full operational status</p> <p>4.2 The works-affected area is inspected for serviceability in accordance with workplace procedures</p> <p>4.3 The aerodrome overall is inspected for serviceability in accordance with workplace procedures</p> <p>4.4 Relevant authorities or organisations are notified of the restoration of aerodrome serviceability in accordance with workplace procedures, using suitable means of communication</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Aerodrome operating procedures
- Functions of a works safety officer (as defined in Civil Aviation Safety Regulations)
- Aircraft schedules and their use in aerodrome inspection and reporting
- Purpose and application of unserviceability markers
- Purpose and application of MOWPs
- Safety hazards and risks that exist when supervising the safety of aerodrome works and general access and related risk control procedures and precautions, including policies and local instructions concerning airside access and Notices to Airmen (NOTAMs), guidelines concerning runway visual range, policies/procedures related to works integrity at an aerodrome, policies/guidelines concerning manoeuvring area serviceability, and safety and security policies and procedures related to bird and animal hazards
- Problems that may occur when supervising the safety of aerodrome works and general access and action that should be taken in each case
- Aviation weather forecasts products and services and their potential impact on operations

Required skills:

- Communicate effectively with others when supervising the safety of aerodrome works and general access
- Read and interpret instructions, regulations, procedures and other information relevant to supervising the safety of aerodrome works and general access
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the safety of aerodrome works and general access
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when supervising the safety of aerodrome works and general access
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when supervising the safety of aerodrome works and general access in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising the safety of aerodrome works and general access

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the supervision of the safety of aerodrome works and general access
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct the supervision of the safety of aerodrome works and general access

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Works may need to occur:	<ul style="list-style-type: none"> • by day or by night • in any weather conditions
Relevant authorities for reporting purposes include:	<ul style="list-style-type: none"> • aerodrome operator or delegated person • NOTAM Office (Airservices Australia) • Civil Aviation Safety Authority • Air Traffic Control (ATC) • Australian Defence Forces Command for military bases • aerodrome users
Aerodromes may include:	<ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes
Aerodrome works are classified as:	<ul style="list-style-type: none"> • Time Limited Works not affecting normal aircraft operations (movement area operational in less than 10 minutes) • Time Limited Works requiring a NOTAM, where normal aircraft operations are not affected (movement area not operational within 10 minutes) • works requiring NOTAM, with attached MOWP • MOWP, where regular public transport (RPT) or other regular users are disrupted (movement area not operable within 30 minutes)
Aerodrome works may include:	<ul style="list-style-type: none"> • maintenance of markings and lights • mowing grass • rolling surfaces • sweeping pavements • minor repairs to pavements • surveys and inspections • major construction or repairs to the movement area • painting and repainting
Processes for the safe conduct of works includes:	<ul style="list-style-type: none"> • work procedures • identifying safe work vehicle movement areas • instructing work personnel
Relevant works information include:	<ul style="list-style-type: none"> • MOWP • NOTAM • other written or verbal notification
Procedures for making the movement area safe for aerodrome	<ul style="list-style-type: none"> • marking the unserviceable area • partial closure of the movement area

RANGE STATEMENT

works include:	<ul style="list-style-type: none"> • closing the movement area (aerodrome closure) • contacting the aerodrome user • extinguish lighting to the hazardous section of the movement area • lighting required to carry out works does not represent a hazard to aircraft operations • accessing and promulgating as appropriate public weather and aviation forecasts and current weather products applicable to the worksite
Inspection of vehicles includes:	<ul style="list-style-type: none"> • roadworthiness • fuel and oil leakage • appropriate markings and lights
Assessment of personnel includes:	<ul style="list-style-type: none"> • confirmation of authorisation to enter the airside • confirmation of appropriate licences to operate vehicles and equipment • checking of understanding of: <ul style="list-style-type: none"> • aerodrome terminology, signs and radio instructions • aerodrome markings and signage • vehicle restriction zones around aircraft, navigation beacons, lights • required vehicle marking and lighting requirements • aerodrome speed limits • directions from the safety officer • current and forecast aerodrome weather conditions
Vehicle or other mobile obstacle markings and equipment include:	<ul style="list-style-type: none"> • orange or yellow paint (for vehicles regularly used on movement area) • warning lights (orange/amber/yellow) • radio equipment as required • company colours
Unserviceability markers and cones include:	<ul style="list-style-type: none"> • signal circle markers • unserviceability cross markers • unserviceability cones • displaced threshold markers • unserviceability lighting
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to supervising the safety

RANGE STATEMENT

include:

of aerodrome works and general access (i.e. CAR 89 I, Schedule 10)

- aerodrome manuals
- workplace operating procedures manuals
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- En Route Supplement Australia (ERSA)
- manufacturers specifications for equipment
- RPT routes and timetables
- MOWPs
- induction and training materials
- relevant documents from Bureau of Meteorology, International Civil Aviation Organization (ICAO) and the World Meteorological Organization (WMO)

Applicable regulations and legislation may include:

- relevant Civil Aviation Act (1988) and Civil Aviation Regulations and Orders (i.e. CAR 89 I, Schedule 10)
- Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA])
- applicable state, territory and commonwealth regulations concerning:
 - OH&S
 - workplace relations
 - workers compensation
 - ADG Code and Mines Regulation Act for fuel
 - environmental protection
 - equal opportunity

Unit Sector(s)

Not applicable.

Competency field

Competency Field

F - Safety Management

AVIF3005B Maintain the safety of people and aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to contribute to the safety of people and aircraft as a member of the aircrew on a commercial aircraft flight, including carrying out required safety procedures, managing safety risks and hazards, following flight crew directions, aiding and assisting passengers during an emergency, and carrying out administrative procedures related to safety matters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of relevant regulations, principles and procedures to the maintenance of the safety of passengers, aircrew and aircraft on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out safety procedures	<p>1.1 Pre-take-off safety and security checks are conducted in accordance with regulatory requirements and workplace procedures</p> <p>1.2 Safety demonstration and checks are conducted in accordance with regulatory requirements and workplace procedures</p> <p>1.3 Safety hazards are identified and are reported and/or acted upon in accordance with risk management procedures and regulatory requirements</p> <p>1.4 Appropriate hazard mitigation strategies are determined and implemented in conjunction with other aircrew members in accordance with risk management procedures and regulatory requirements</p>
2 Follow flight crew directions	<p>2.1 Flight crew instructions are followed at all times</p> <p>2.2 Cabin crew positions are taken during landing and take-off when directed by the flight crew</p> <p>2.3 Safety belts and seats are used during landing and take-off in accordance with flight crew directions, workplace procedures and safety regulations</p>
3 Aid and assist passengers during an emergency	<p>3.1 In conjunction with other members of the flight and cabin crew, passengers are advised of hazardous conditions and potential emergencies at appropriate time and related safety and emergency procedures during flight in accordance with regulatory requirements, orders and operations manual</p> <p>3.2 In the event of an emergency, passengers are advised, as far as possible, of the nature of the emergency and the procedures and precautions to be followed</p> <p>3.3 Clear communication is established and maintained with passengers</p> <p>3.4 Passengers are organised during the emergency in accordance with regulatory requirements, flight crew instructions and workplace procedures</p> <p>3.5 Passengers are assisted as required during emergency situation</p> <p>3.6 First aid and/or medical attention is organised if necessary in conjunction with other crew members during an emergency situation in accordance with workplace procedures</p>
4 Carry out administrative procedures	<p>4.1 Workplace administrative procedures related to safety are identified and interpreted</p> <p>4.2 Administrative procedures related to safety and emergency procedures and incidents are implemented in accordance with workplace and regulatory requirements</p> <p>4.3 All required aircraft safety documentation is completed in</p>

ELEMENT

PERFORMANCE CRITERIA

accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of regulations pertaining to the integrated safety responsibilities and roles of aircrew
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of passenger and aircraft safety
- Airline and regulatory standards and procedures for maintaining safety requirements during aircraft cabin operations
- Procedures to be followed during safety demonstrations and emergencies
- Hazard identification and mitigation procedures and related regulatory requirements
- Crew Resource Management (CRW) principles
- Relevant airline administrative procedures
- Cabin features, safety equipment and amenities for various types of aircraft
- Risks that exist during aircraft flight and related risk control procedures and precautions
- Problems that may occur when maintaining safety requirements during aircraft cabin operations and appropriate action that should be taken in each case
- Basic knowledge of aviation medicine, the atmosphere and hypoxia

Required skills:

- Communicate effectively with others when maintaining the safety of people and aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to the safety of people and aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the safety of people and aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining the safety of people and aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when maintaining the safety of people and aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when maintaining the safety of people and aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

when maintaining the safety of people and aircraft

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to maintain the safety of people and aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Integrated activities to maintain the safety of passengers, aircrew and aircraft may be provided:

- on any aircraft type in commercial service
- during short and/or long haul services
- in any allowable operating and weather conditions
- in accordance with regulatory and operational requirements

Performance may be demonstrated:

- in an approved cabin service simulator
- in a suitably simulated work environment
- on a passenger-carrying aircraft

Resources required when maintaining the safety of passengers and aircraft may include but are not restricted to:

- safety instruction sheets
- safety demonstration videos
- first aid kit/equipment
- aircraft intercom and communications equipment
- lifejackets, life rafts, seat cushions
- defibrillator
- escape devices
- personal breathing equipment
- oxygen equipment including masks, fixed, portable
- fire fighting equipment
- restraint equipment
- survival equipment
- emergency lighting equipment

Types of aircraft emergencies may include but are not limited to:

- depressurisation of cabin
- severe air turbulence
- loss of aircraft power
- malfunctioning aircraft equipment
- collision
- ditching of aircraft
- emergency landing
- explosion or fire on aircraft
- illness or injury amongst passenger(s) or crew
- smoke/fire in cabin
- aborted takeoff
- disruptive/unruly passengers

Persons consulted/interacted with when maintaining the safety of passengers and aircraft may

- passengers
- other aircrew members
- emergency services personnel

RANGE STATEMENT

include:

- ground staff

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of regulations pertaining to the safety responsibilities and roles of cabin crew
- airline procedures and instructions and job specification
- pre-flight safety demonstration procedures
- cabin safety checklists and procedures
- Air Safety Incident Reports (ASIRs)
- Australian Transport Safety Bureau (ATSB) safety reports
- enterprise specific safety reports
- emergency procedures
- flight passenger schedules
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- Civil Aviation Act
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the integrated safety responsibilities and roles of aircrew
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the integrated safety responsibilities and roles of aircrew
- relevant OH&S legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF3006B Respond to abnormal and emergency situations within the aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to respond to abnormal and emergency situations on a commercial aircraft flight, including responding to a medical emergency during a flight, to adverse weather and/or flying conditions and to various forms of aircraft emergency. It also covers the skills and knowledge required to respond to fire on board the aircraft, assist in or direct the evacuation of the aircraft, and complete all necessary documentation following an emergency or abnormal incident. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of emergency procedures, regulations, safety codes and protocols when responding to abnormal and emergency on-board situations on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Respond to a medical emergency during a flight	<p>1.1 Illness or injury amongst passengers or crew is identified in accordance with workplace procedures</p> <p>1.2 Identified illness or injury is reported to pilot-in-command (PIC) and/or a senior crew member and appropriate action is taken in accordance with workplace procedures</p> <p>1.3 Directions of senior crew members are followed in accordance with workplace procedures</p> <p>1.4 First aid is applied if applicable</p> <p>1.5 Medical assistance is sought from amongst other crew members and passengers if necessary in accordance with workplace procedures</p> <p>1.6 Where applicable, medilink and other means of remote medical advice and assistance are accessed in accordance with workplace procedures</p>
2 Respond to adverse weather and/or flying conditions	<p>2.1 Directions of PIC and/or senior crew members are followed in the event of adverse weather and/or flying conditions or turbulence</p> <p>2.2 Passengers are instructed to fasten seat belts and take required precautions in accordance with workplace procedures and regulatory requirements</p> <p>2.3 Where possible, passengers are assisted and reassured where necessary during adverse conditions</p> <p>2.4 Dependent on the circumstances involved, appropriate action may be initiated in response to perceived hazardous situations in accordance with Crew Resource Management (CRM) principles</p> <p>2.5 As far as possible, communication is maintained with passengers and other aircrew members during the abnormal conditions</p> <p>2.6 Personal initiative and experience is utilised in securing self and equipment in turbulence</p>
3 Respond to aircraft emergency	<p>3.1 Directions of senior crew members are followed in the event of an aircraft emergency</p> <p>3.2 Dependent on the circumstances involved, appropriate action may be self-initiated in response to emergency situations in accordance with Crew Resource Management (CRM) principles</p> <p>3.3 Emergency procedures are implemented in accordance with regulatory requirements and consistent with the nature of the emergency</p> <p>3.4 Passengers are assisted and reassured where necessary during the emergency</p> <p>3.5 As far as possible, communication is maintained with</p>

ELEMENT	PERFORMANCE CRITERIA
4 Assist in or the evacuation of the aircraft	<p>passengers and other aircrew members during the emergency</p> <p>4.1 Directions of senior crew members are followed in the event of an aircraft evacuation</p> <p>4.2 Evacuation procedures for the type of aircraft involved are implemented in accordance with workplace and regulatory requirements</p> <p>4.3 Dependent on the type of evacuation, passengers are appropriately assisted and reassured where necessary during the evacuation process</p> <p>4.4 As far as possible, communication is maintained with passengers and other aircrew members during the evacuation</p>
5 Respond to fire on board the aircraft	<p>5.1 Appropriate fire protection procedures are implemented in accordance with workplace and regulatory requirements</p> <p>5.2 Relevant regulatory and workplace fire emergency procedures are followed in the event of fire</p> <p>5.3 Directions of senior crew members are followed in the event of an aircraft fire</p> <p>5.4 Where possible, passengers are assisted and reassured where necessary during the fire emergency</p> <p>5.5 As far as possible, communication is maintained with passengers and other aircrew members during the fire emergency</p>
6 Complete required documentation for an emergency or abnormal incident	<p>6.1 Workplace administrative procedures relevant to an abnormal or emergency cabin service incident are identified and interpreted</p> <p>6.2 Administrative procedures are implemented in accordance with workplace and regulatory requirements</p> <p>6.3 All required aircraft documentation relevant to an abnormal or emergency cabin service incident is completed in accordance with workplace requirements including requirements for OH&S and/or safety incident reports</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, environmental protection procedures and regulations
- Airline procedures for responding to an abnormal or emergency situation on an aircraft, including fire response and aircraft evacuation
- Crew Resource Management (CRM) principles
- Procedures to be followed during safety demonstrations
- Action to be taken in response to instructions from senior crew members during various abnormal or emergency situations that may occur on an aircraft
- Airline administrative procedures
- Cabin emergency features and equipment for various types of aircraft
- Risks that exist during abnormal and emergency situations on an aircraft and related risk control procedures and precautions
- Problems that may occur during abnormal and emergency situations on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when responding to abnormal and emergency situations within the aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to abnormal and emergency situations within the aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to abnormal and emergency situations within the aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when responding to abnormal and emergency situations within the aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when responding to abnormal and emergency situations within the aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when responding to abnormal and emergency situations within the aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during abnormal and emergency situations within the aircraft

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to respond to abnormal and emergency situations within the aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Responses to emergency and abnormal situations may be required:

- on relevant aircraft types in commercial service
- during short and/or long haul services
- in any category of service, including economy, business and first class
- in any allowable operating and weather conditions

Performance may be demonstrated:

- in an approved cabin service simulator
- in a suitably simulated work environment
- on a passenger-carrying aircraft

Examples of abnormal or emergency cabin service situations may include:

- passenger or crew illness
- injury to passenger or crew
- severe air turbulence
- changes in the wind and weather conditions enroute
- hazardous problems with aircraft air conditioning systems
- aircraft engine or equipment malfunction or failure
- aircraft instrument malfunction or failure
- aircraft low fuel quantity emergency
- security threat on board aircraft
- ditching of aircraft
- emergency landing
- explosion or fire in cabin
- disruptive/unruly passengers
- depressurisation of cabin

Workplace operational procedures may include but are not limited to:

- pre-flight passenger briefing
- cabin preparation
- on-board safety
- door procedures
- precautions during abnormal weather/flying conditions
- security procedures
- aircraft refuelling with passengers on board
- smoking regulations briefing
- equipment stowage
- excess carry-on baggage
- take-off and landing
- emergency procedures

Evacuation procedures may include but are not limited to:

- day or night evacuations
- ditching in water, including both prepared and unprepared

RANGE STATEMENT

- emergency landing, including both prepared and unprepared
 - precautionary evacuation
 - search and rescue
 - slide descents
 - raft management
 - emergency exit from aircraft by any available means
- Fire procedures may include:
- fire prevention and protection procedures
 - basic fire drill
 - cabin crew fire response procedures during flight
 - cabin crew fire response procedures when aircraft is on the ground
- Persons consulted may include:
- passengers
 - passengers identified as having medical skills
 - pilot-in-command (PIC)
 - other cabin crew and flight crew members
 - ground staff
 - emergency services personnel
 - technical staff
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - standard operating procedures
- Information/documents may include:
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to aircraft abnormal and emergency situations
 - airline operational and emergency procedures and instructions
 - directions and instructions of the PIC and/or senior crew members
 - job specification
 - aircraft evacuation procedures
 - aircraft fire prevention and response procedures
 - cabin service checklists and procedures
 - cabin emergency equipment operational manuals
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and
- Civil Aviation Act
 - relevant Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

legislation may include:

- Aviation Orders pertaining to cabin crew response to abnormal and emergency situations on board an aircraft
- relevant OH&S legislation
 - environmental protection legislation
 - relevant food handling and hygiene legislation
 - equal opportunity and anti-discrimination legislation
 - relevant Australian Standards
 - industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF3011B Apply relevant laws and regulations to the management of an aerodrome

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure compliance with regulations and policies when managing an aerodrome, including compliance with relevant regulatory requirements and legal obligations, established industrial relations practices and requirements, and pertinent local laws and regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of relevant regulations, safety codes, policies and protocols when carrying out tasks and work activities as part of the management and operations of an Australian aerodrome.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Comply with relevant regulations and legal obligations	<p>1.1 Sources of information on regulatory requirements and legal obligations relevant to aerodrome operations and management are identified and accessed in accordance with workplace procedures</p> <p>1.2 An understanding of regulatory requirements and legal obligations relevant to aerodrome operations and management is developed and applied to day-to-day work at an aerodrome</p> <p>1.3 Compliance is maintained with the regulatory requirements and legal obligations that bind the operations and management of an aerodrome</p>
2 Comply with established industrial relations practices and requirements	<p>2.1 Sources of information on established industrial relations practices and requirements relevant to the aerodrome operations are identified and accessed in accordance with workplace procedures</p> <p>2.2 An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work at an aerodrome</p> <p>2.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work at an aerodrome</p>
3 Comply with relevant local laws and regulations	<p>3.1 Customs and quarantine regulations and other pertinent regulations and local instructions relevant to the work activities of aerodrome personnel are correctly identified and appropriate action is taken in day-to-day work to ensure compliance where applicable</p> <p>3.2 Appropriate advice is provided to staff, passengers and visitors, contractors, airline operators and other personnel on compliance requirements of applicable regulations and other relevant local laws, when necessary</p> <p>3.3 Relevant documentation and reports are prepared and processed in accordance with workplace procedures and relevant regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to aerodrome operations and management
- Relevant workplace procedures and policies related to aerodrome safety, security, management and operations
- Relevant emergency procedures
- Aerodrome safety and security policies, principles and related guidelines, including policies and local instructions concerning Notices to Airmen (NOTAMs) and airside access, guidelines concerning runway visual range, policies/procedures related to works integrity at an aerodrome, policies/guidelines concerning manoeuvring area serviceability, and safety and security policies and procedures related to wildlife management
- Sources of information on relevant regulatory requirements
- The industrial award system
- The trade union system
- The concepts of arbitration and conciliation
- Principles of enterprise bargaining
- Employer/employee obligations and responsibilities
- Relevant industrial relations institutions, organisations and their functions
- Risks that exist when carrying out operational and/or management tasks at an aerodrome and related risk control procedures and precautions
- Problems that may occur when carrying out operational and/or management tasks at an aerodrome and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when applying relevant laws and regulations to the management of an aerodrome
- Read and interpret instructions, regulations, procedures and other information relevant to applying relevant laws and regulations to the management of an aerodrome
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to relevant laws and regulations to the management of an aerodrome
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying relevant laws and regulations to the management of an aerodrome
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when applying relevant laws and regulations to the management of an aerodrome in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when applying relevant laws and regulations to the management of an aerodrome
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application of relevant laws and regulations to the management of an aerodrome
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to apply relevant laws and regulations to the management of an aerodrome

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Management and operations may be carried out:	<ul style="list-style-type: none"> • at any aerodrome in Australia • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in approved simulated workplace situations • at an operational aerodrome
An understanding of the employer/employee obligations and responsibilities may include but is not limited to:	<ul style="list-style-type: none"> • aviation safety and security legislation • OH&S and environmental legislation • the trade union system • the industrial awards system • the concepts of arbitration and conciliation • specific relevant enterprise awards/agreements
Persons consulted may include:	<ul style="list-style-type: none"> • airline passengers • visitors to the aerodrome • contractors • other aerodrome personnel and managers • security personnel • safety personnel • relevant human resources staff • airline personnel and managers • emergency services personnel • union representatives • relevant technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant regulations • aerodrome standard operating procedures and instructions and job specifications • workplace policies • aerodrome safety and security policies, principles and related guidelines and documentation • OH&S and environmental protection regulations • operational, safety and service checklists and procedures

RANGE STATEMENT

Dependent upon context, applicable regulations and legislation may include, but are not limited to:

- local laws and regulations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Civil Aviation Act
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to aerodrome operations and management
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to aerodrome operations and management
- IATA regulations
- local instructions and regulations
- aircraft navigation laws
- relevant security regulations
- relevant OH&S legislation
- relevant health, food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant privacy regulations
- trade practices legislation
- state/federal/international liquor legislation
- insurance legal requirements
- relevant laws related to the consumption of alcohol and drugs
- relevant roads and transport regulations and license requirements
- relevant Australian Standards
- environmental protection legislation
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF3016A Marshal aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to marshal aircraft during start/shutdown phases, by day and night, and to direct aircraft movements as ground personnel using standard aircraft marshalling signals. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision within organisational guidelines. Work may be conducted as part of a team.

This unit of competency is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for marshalling	1.1 Arrival/departure information is received and processed in accordance with workplace procedures 1.2 Marshalling requirements for different aircraft types are determined and requirements are clarified where required 1.3 Personal protective equipment is selected and fitted 1.4 Occupational health and safety (OH&S) requirements and recognised safety precautions are applied throughout the operation 1.5 Allocated aircraft parking position is confirmed 1.6 Marshalling, aircraft parking and ancillary support equipment is selected and checked for serviceability 1.7 Relevant documentation is completed in accordance with workplace procedures
2 Establish/disestablish aircraft parking position	2.1 Marshalling, aircraft parking, and ancillary support equipment is positioned and used in accordance with manufacturers instructions and workplace procedures 2.2 Movement is conducted in a safe manner in accordance with workplace procedures 2.3 Environmental factors are monitored to ensure safety is maintained
3 Conduct aircraft marshalling	3.1 Special circumstances/procedures during aircraft marshalling are allowed for 3.2 Standard marshalling signals and/or communications are employed 3.3 Visual contact with the pilot, other aircrew and/or ground staff is maintained 3.4 Safety distances between aircraft and ground personnel/obstructions are identified and maintained 3.5 Emergency actions are conducted in the event of an aircraft fire or other incident, in accordance with workplace procedures 3.6 Aircraft is secured/unsecured in accordance with workplace procedures 3.7 Allowances are made for wind direction and velocity 3.8 Effects of rotor wash and/or engine thrust on personnel and unsecured objects are taken into consideration

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to marshalling aircraft
- Aircraft danger zones
- Day and night marshalling signals
- Effects of wind on aircraft
- Landing/taking-off and starting of aircraft
- Marshalling, ground support and aircraft equipment selection and serviceability
- Procedures in the event of an aircraft fire, accident and emergency
- Aircraft operating restrictions in confined areas
- Security and access requirements
- Workplace procedures applicable to marshalling aircraft
- Manufacturers instructions for equipment used for marshalling aircraft
- Risks that exist when marshalling aircraft and related risk control procedures and precautions
- Problems that may occur when marshalling aircraft and appropriate action that should be taken in each case

Required skills:

- Implement aircraft security and access procedures
- Use standard hand signals
- Identify and correctly use marshalling and ancillary support equipment
- Communicate effectively with others when marshalling aircraft
- Read, interpret and follow instructions, regulations, procedures and other information relevant to marshalling aircraft
- Complete documentation related to marshalling aircraft
- Work collaboratively with others when marshalling aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when marshalling aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when marshalling aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when marshalling aircraft

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - preparing marshalling including selecting and fitting personal protective equipment
 - conducting movement in a safe manner in accordance with workplace procedures
 - monitoring environmental factors to ensure safety is maintained
 - employing standard marshalling signals and/or communications
 - maintaining visual contact and safety distances
 - conducting emergency actions in the event of an aircraft fire or other incident in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or

EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • in any weather conditions • other airborne vehicles
Marshalling operations may include:	<ul style="list-style-type: none"> • day and night • variable weather conditions • international, domestic and regional airports • helidecks
Marshalling context may include:	<ul style="list-style-type: none"> • start-up • shutdown • rotor engagement • taxiing • hover • hover taxiing • allocating and prioritising aircraft parking • parking
Arrival and departure information may include:	<ul style="list-style-type: none"> • formalised tasking information • informal tasking information for action in accordance with localised procedures • informal information received by other means such as hand signals, phone, facsimile, email, text message or radio communications regarding aircraft safety (e.g. hot brakes, fuel leak, security)
Marshalling requirements for different aircraft types may include:	<ul style="list-style-type: none"> • access • security
Personal protective equipment may include:	<ul style="list-style-type: none"> • eye goggles • head protection • hearing protection • high visibility clothing • protective overalls • protective boots • respiratory protection equipment
Marshalling equipment may include	<ul style="list-style-type: none"> • wands • paddles • flags • torches

RANGE STATEMENT

Aircraft parking equipment may include:

- covers and intake inserts (bungs)
- earthing leads
- flags
- magnetic pins
- mechanical locking devices
- tie-down devices
- wheel chocks

Ancillary support equipment may include:

- access/egress equipment
- external aircraft power facilities
- fire extinguisher
- first aid kit
- parking markers and barriers

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- Defence Instructions
- organisational policies
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- written and verbal instructions

Special circumstances/procedures may include:

- negative rotation
- power sources
- safety requirements e.g. fire bottle attendants
- aircraft with no prop or rotor brake
- installation of locking, protection or security devices
- undercarriage lock pins
- safety pin requirements for aircraft carrying ordnance

Emergency actions may include:

- basic fire fighting
- basic first aid
- crowd control
- aircraft evacuation procedures
- notifying emergency services

Standard marshalling signals include:

- standard hand signals
- International Civil Aviation Organization (ICAO) signals

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- operations manuals

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace procedures and instructions and job specification
- induction and training materials
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft requirements of the Civil Aviation Safety Authority such as:
 - Day VFR syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF4001B Manage human factors in aircraft flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills, knowledge and attitudes required to manage human factors in aircraft flight including monitoring own performance, recognising errors and managing corrective action, and managing own physiological and psychological condition. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant when managing human factors in aircraft flight.

Work involves the management of human factors before and during an aircraft flight as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage personal performance	<p>1.1 Pre- and post-flight personal condition is managed to ensure safe outcome of flight</p> <p>1.2 Own performance in flight is monitored against workplace standards, procedures and requirements</p> <p>1.3 Degradation of personal condition and/or limitations are recognised and appropriate strategies are implemented to ensure the safe outcome of a flight</p>
2 Recognise threats and errors, and manage preventative and corrective action	<p>2.1 Relevant environmental or operational threats that are likely to affect the safety of the flight are identified</p> <p>2.2 Countermeasures to manage threats are developed and implemented</p> <p>2.3 Flight progress is monitored and assessed to ensure a safe outcome, or actions are modified when a safe outcome is not assured</p> <p>2.4 Checklists and standard operating procedures are applied to prevent aircraft handling, procedural or communication errors; and committed errors are identified before safety is affected or aircraft enters an undesired aircraft state</p> <p>2.5 Aircraft systems, flight environment and crewmembers are monitored, and information is collected and analysed to identify potential or actual errors</p> <p>2.6 Countermeasures are implemented to prevent errors, or action is taken in the time available to correct errors before the aircraft enters an undesired aircraft state</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S procedures and regulations
- Human factors that may influence pilot performance during a flight
- Potential errors that may occur during a flight and procedures for taking appropriate preventative and corrective action
- Strategies for management of fatigue
- Aspects of lifestyle that may adversely influence a pilot's physiological/psychological condition and/or fatigue during a flight
- The adverse effects of alcohol and prescription and non prescription drugs and regulation concerning alcohol and drug use by pilots
- Effects of stress on pilot performance and ways of managing and controlling the various stressors that may impact on a pilot
- Explain how the use of checklists and standard procedures prevents errors
- Explain how prioritising and managing workload can reduce the commission of errors
- Requirements for reporting and documenting any safety incidents and safety critical errors that may have occurred during a flight
- An understanding of principles of threat and error management
- Recognition of undesired aircraft states

Required skills:

- Recognise threats and errors and take appropriate corrective action to avoid an undesired aircraft state
- Manage own physiological and psychological condition
- Manage and control stress before and during a flight
- Maintain compliance with relevant regulatory requirements including the avoidance of alcohol and drugs before and during a flight
- Monitor own performance before and during a flight
- Set priorities and manage workload to ensure safe task completion in the time available
- Manage aspects of lifestyle that may impact upon pilot performance
- Recognise signs of fatigue and apply appropriate fatigue management techniques
- Identify symptoms of deterioration in physiological/psychological condition and recognise signs of error that might endanger the safety of a flight and take appropriate corrective action

REQUIRED KNOWLEDGE AND SKILLS

- Apply relevant air safety practices and regulations
- Communicate effectively with others when managing human factors in aircraft flight
- Read and interpret instructions, regulations, procedures and other information relevant to managing human factors in aircraft flight
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to human factors in aircraft flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing human factors in aircraft flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing human factors in aircraft flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing human factors in aircraft flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the management of human factors in aircraft flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage human factors in aircraft flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules • VMC with simulated IMC • IMC
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • commercial balloons • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments • head up displays
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Deterioration of physiological condition may result from such causes as:	<ul style="list-style-type: none"> • physical illness • injury • disease • fatigue • lack of oxygen due to cabin depressurisation or problems with air supply • deep vein thrombosis (DVT) and other potential physiological hazards of air flight
Deterioration of psychological	<ul style="list-style-type: none"> • mental illness

RANGE STATEMENT

condition may result from such causes as:

- grief
- trauma
- interpersonal conflict
- overwork
- anxiety
- uncontrolled stress
- secondary effects of illness, disease or injury

Causes of stress may include:

- emergency situations
- poor planning and prioritisation of tasks
- interpersonal conflict
- fear and anxiety
- lack of sufficient knowledge to adequately manage flight tasks and contingencies
- inability to carry out simultaneous multiple tasks
- time pressures
- weather conditions
- unfamiliar environments/situations
- illness

Types of errors may include:

- incorrect heading
- incorrect speed
- incorrect altitude
- incorrect rotation of aircraft
- incorrect rate of descent
- incorrect power relative to maintain speed and altitude
- incorrect bank in turn
- incorrect bank in descending turn
- incorrect approach speed
- incorrect turn onto nominal heading
- climb outside of allowable tolerances
- stalling of aircraft
- ballooning and bouncing upon landing
- excessive deviation from centerline during take-off or landing
- navigation errors
- misinterpretation of communications
- non compliance with instructions

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

RANGE STATEMENT

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to human factors and their effect on pilot performance
- civil Aviation Safety Regulations concerning limitations on drug and alcohol use by pilots
- in Defence context, relevant Defence Orders and Instructions
- Manual of Standards - Pilot Licensing (MOS-PL)
- Flight Manual/Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- performance charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to human factors and their effect on pilot performance
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant regulations limiting the use of drugs and alcohol by pilots
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF4008A Supervise cabin safety and security

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to implement and maintain cabin safety and security standards and to respond to first aid situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Work is performed under some supervision usually within a team environment.

It involves the application of cabin services supervision principles and procedures, regulations, safety codes and protocols to the provision of a range of services on commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify, supervise and action emergency procedures	1.1 Emergency situation type is recognised and reported to appropriate personnel 1.2 Emergency procedures are actioned according to airline and regulatory requirements 1.3 Safety checks are implemented according to airline and regulatory requirements
2 Assess and respond to emergency first aid situations	2.1 Emergency first aid situations are quickly recognised and reported to appropriate personnel 2.2 The first aid situation is assessed and a prompt decision is made following liaison with appropriate personnel and/or crew 2.3 Appropriate assistance from emergency services/colleagues/customers is organised
3 Provide appropriate treatment	3.1 Assessment of patient's physical condition from visible vital signs is undertaken in liaison with appropriate personnel and/or crew 3.2 First aid is provided, in accordance with airline policy
4 Monitor the situation	4.1 Back-up medical or emergency services appropriate to the situation are notified in liaison with appropriate personnel and/or crew 4.2 Situation is constantly monitored and appropriate adjustments to service are made
5 Respond to incidents which affect the safety and security of passengers and crew	5.1 Appropriate incident handling techniques according to the type of incident are used according to regulatory requirements and airline policy and procedure
6 Maintain safety and security records	6.1 All required documentation relating to safety, security and first aid incidents is accurately completed and provided to the relevant department 6.2 Feedback to improve safety and security processes is provided to appropriate personnel

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to emergency procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Airline structure, products, policies, procedures and service standards
- Use of cabin medical equipment
- Individual crew responsibility
- Airline emergency procedures
- Relevant airline divisional business plans
- Needs and expectations of different types of customers, including internal and external customers
- Customer service records/documentation
- Appropriate service for customers with a range of disabilities and special needs
- Cabin features and amenities for various types of aircraft
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- Problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- Complaint handling procedures
- Service quality and continuous improvement principles
- Airline leadership principles

Required skills:

- Communicate effectively with others when providing leadership and supervising cabin safety and security
- Read and interpret instructions, regulations, procedures and other information relevant to cabin supervision, safety and security
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cabin supervision, safety and security
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when supervising cabin safety and security
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Use medical equipment appropriately as per manufacturers instructions and airline policy
- Promptly report and/or rectify any identified problems that may occur when supervising cabin safety and security in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising cabin safety and security
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when supervising cabin safety and security
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S and security procedures according to relevant regulations
- Identify and correctly use equipment required when supervising cabin safety and security

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Supervision of cabin safety and security may be provided:	<ul style="list-style-type: none"> • by day or night • on international, domestic and regional flights or at airports • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise, operational and regulatory requirements
Cabin security incidents may include but are not limited to:	<ul style="list-style-type: none"> • aggressive or violent customers • intoxicated customers • incidents at slip ports • industrial disputes affecting crew
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport
Types of emergencies may include but are not limited to:	<ul style="list-style-type: none"> • fire • evacuation • hijack • injury to or illness of crew or customer
Persons consulted may include:	<ul style="list-style-type: none"> • other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff • technical staff • security staff • emergency services staff
Emergency equipment may include but is not limited to:	<ul style="list-style-type: none"> • fire fighting equipment • oxygen equipment • first aid equipment • general safety equipment
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • local instructions
Information/documents may	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to emergency procedures

RANGE STATEMENT

include:

- airline boarding manifests, procedures and instructions and job specifications including both manual and computerised processes where applicable
- workplace supervision and customer service standards, policies and procedures
- lists of items prohibited for carriage on aircraft
- cabin operations, customer service and other operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Cabin Crew Feedback Form
- incident handling reports
- injury to personnel forms
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- dangerous goods and hazardous substances codes and regulations
- relevant customs and quarantine regulations
- relevant Australian standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

F - Safety Management

AVIF5003B Manage human performance and team resources during air traffic control operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage human performance and team resources during air traffic control operations. This includes maximising personal performance in the air traffic control (ATC) workplace by minimising human error, working effectively and providing leadership within a team, and monitoring and managing behaviour influenced by psychological and physiological factors. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit will prepare the operator to monitor their performance, manage human error and deal with external threats to operational services such as weather, emergencies, reduced airways facilities and degraded modes of operation. It also prepares the operator to work within an ATC team with the necessary duty of care, work ethic and the efficient use of resources.

Work must be carried out in compliance with relevant air traffic services regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment. Team performance is as important as individual performance.

Operations are undertaken across a variety of operational contexts within the Australian aviation industry.

Work is performed by air traffic control staff who are both technically competent and aware of the human factors involved while working in complex systems such as ATS. Human factors will not replace technical competence but will complement specialist knowledge, skills and attitudes. Training in the technical specialty and in human factors will provide the system's imperative for total interaction.

An inevitable consequence of human-operated systems and work is that human error will occur randomly. The nature of these errors will differ according to the environment in which they are made. In aviation, which is generally considered to be a stable environment, errors are likely to result from a normal variation in human performance - from acceptable to good and poor - and will form a normal distribution. Errors can involve practices that omit critical procedural steps and attempts to generalise situations that are significantly different.

This unit is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Maximise personal performance

- 1.1 Factors affecting personal human performance are monitored and managed
- 1.2 Appropriate assertiveness is used
- 1.3 Personal workload is regulated by prioritising work tasks
- 1.4 Human-machine Interface (HMI) is optimised to enhance human performance
- 1.5 Aeronautical decision-making techniques are practised to improve overall performance
- 1.6 Appropriate work ethic is practised
- 1.7 Where an identified loss of personal performance is attributable to health or other uncontrollable causes, and may prejudice the safety of personnel and/or aircraft, the situation is reported and appropriate emergency action is taken

2 Manage error

- 2.1 Error prevention techniques are practised
- 2.2 Errors are recognised and rectified
- 2.3 Undesired states resulting from errors are recovered
- 2.4 Personal responsibility for the commission of any errors is acknowledged and accepted

3 Participate as a team member

- 3.1 Roles and responsibilities of others are considered
- 3.2 Duty of care is practised
- 3.3 Factors affecting the human performance of others are monitored
- 3.4 Situational leadership and followership skills are practised to increase team output
- 3.5 Team behaviours are practised to improve group performance

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S procedures and regulations
- Psychological factors affecting human performance including stress, workload, situation awareness, information processing, fatigue, vigilance, decision making and attention; and the management of these factors
- Physiological factors affecting human performance including effects of hypoxia; use of medication and/or drugs including alcohol; sleep; vision and auditory limitations; and the management of these factors
- Incident and accident causation models, including Reason and SHELL
- Teamwork and synergy, including team resource management
- Principles and practices for leadership and followership within work teams
- Threat and error management
- HMI setup to enhance performance
- Duty of care principles and application in the air traffic services workplace
- Just culture policy and principles including individual and organisational accountabilities surrounding the reporting and investigation of ATS attributable safety occurrences
- Organisational structure, culture and business aims
- Medical requirements for an air traffic controller licence, including responsibilities for fitness for duty
- Refresher or recurrent training requirements to maintain competency
- Recency and currency requirements
- Fatigue management systems and the effects of shift work
- Regulatory requirements covering length of shift and break requirements
- Aeronautical decision-making techniques

Required skills:

- Actively listen when managing human performance and team resources during air traffic control operations
- Acknowledge, inquire and observe in the course of managing human performance and team resources during air traffic control operations
- Read and interpret instructions, regulations, procedures and other information relevant to the management of human performance and team resources during air traffic control operations
- Process information by sampling all information inputs; perceiving, comprehending and

REQUIRED KNOWLEDGE AND SKILLS

projecting that information; making decisions; implementing the decisions through control actions; and monitoring the outputs including making fine adjustments as necessary

- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Request assistance from others when required
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing human performance and team resources during air traffic control operations in accordance with regulatory requirements and workplace procedures
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Take action to mitigate the effects of external threats to personal performance such as weather, terrain, traffic volume, emergencies and abnormal situations through sound control practices, procedures and techniques and personal limitations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Use an appropriate level of assertiveness during air traffic control operations
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted: | <ul style="list-style-type: none">• by day and night in variable weather conditions that will be associated with particular psychological and/or physiological limitations to performance |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• simulated air traffic control situations• an operational air traffic control environment through a range of real or simulated problem-based scenarios at air traffic service operational units and/or aerodrome control towers |
| Acute stress is: | <ul style="list-style-type: none">• stress suffered in the short term |
| Chronic stress is: | <ul style="list-style-type: none">• stress suffered over a long period of time. Chronic stress must be treated clinically or it might lead to medical conditions that render a person incapable of performing ATS duties |
| Air traffic control operations may be conducted: | <ul style="list-style-type: none">• in both normal and emergency/abnormal situations leading to some stress related behaviours |
| Air traffic control workplace may be a workstation in: | <ul style="list-style-type: none">• Area Control• Approach Control• Aerodrome Control |
| Deterioration of physiological condition may result from such causes as: | <ul style="list-style-type: none">• physical illness• injury• disease• fatigue• poor posture• lack of rest• substance abuse (e.g. drugs and alcohol)• other potential physiological hazards of prolonged sedentary activity |
| Deterioration of psychological condition may result from such causes as: | <ul style="list-style-type: none">• mental illness• grief• trauma• interpersonal conflict• overwork• anxiety• uncontrolled stress• psychological effects of substance abuse (e.g. drugs and alcohol) |

RANGE STATEMENT

Causes of stress may include:	<ul style="list-style-type: none">• secondary effects of illness, disease or injury• emergency situations• poor planning and prioritisation of tasks• interpersonal conflict• fear and anxiety• insufficient knowledge to adequately manage tasks and contingencies• inability to carry out simultaneous multiple tasks• time pressures• weather conditions• unfamiliar situations• illness
Errors are made:	<ul style="list-style-type: none">• either unintentionally or intentionally and need to be managed
Intentional errors are termed:	<ul style="list-style-type: none">• violations, and are underpinned by cultural and attitudinal factors. The remedial strategies to address intentional error are different to those addressing unintentional error. Intentional error or violation can be treated by addressing motivation, shifting culture and beliefs and/or reviewing the construction of written procedures to improve understanding and application such that workaround tactics are not necessary
Unintentional error is treated by:	<ul style="list-style-type: none">• training to improve competence through increased knowledge and practice, recency, improved communication and decision-making ability
Threat and error management categorises error into:	<ul style="list-style-type: none">• intentional non-compliance (violations)• procedural error (operational deviation)• communication error (miscommunications or lack thereof)• proficiency-based error (lack of recency or currency)• operational decision error (flawed decision-making processes)
Intentional non-compliances involve:	<ul style="list-style-type: none">• a wilful deviation from regulation and/or operator procedures and might include using non-standard phrases (when standard phrases are available) or conducting checklists from memory
Procedural errors are:	<ul style="list-style-type: none">• unintentional operating deviations from regulations and/or operator procedures in which the intention is correct but the execution is flawed
Communication errors include:	<ul style="list-style-type: none">• miscommunications, incorrect interpretations, or failure to communicate pertinent information. Typically in ATS this might involve failure to read back and hear back correct instructions

RANGE STATEMENT

- Proficiency errors involve:
- a deficiency of knowledge or skills in the application of ATS duties. This might involve insufficient knowledge of ATS systems and equipment to produce a safe and efficient air traffic service
- Operational decision errors result from:
- a non-standard decision making process and might include ignoring a more conservative option for a risky decision, taking a decision and not communicating this, or not effectively using the available time to make a decision. Decisions made in teams might be affected by group think
- Teamwork in an air traffic control environment includes:
- coordinating operational information with the wider air traffic services community. The concept of a team should be extended beyond the immediate working team to include adjacent sectors and pilots within the jurisdiction airspace. This wider concept of teamwork will improve synergies and increase effectiveness and efficiencies. The immediate working team should exhibit shared situation awareness. For example, the Terminal Control Area (TMA) team will know the runway mode/Automatic Terminal Information Service regardless of the endorsed position worked
- Aeronautical decision making (ADM) enhances:
- the basic concept of the conventional decision-making process by providing a structured and systematic approach to analysing changes. This includes an awareness of the importance of attitudes in the decision-making process; the need to assess alternatives; the ability to seek and consider all relevant information; the motivation to consider alternatives and to action the least commercially desirable but safest strategy. Furthermore, the time constraints that often characterise the nature of safety critical decisions also form an integral part of the ADM process
- Operators have a duty of care to:
- take reasonable care to give all instructions and advice as is necessary to promote the safety of aircraft within the ATC area of responsibility. In practical terms this includes the obligation to comply with the operational responsibilities contained in operator s manuals and any other relevant instructions. The duty of care also includes an obligation to: (a) provide information that is accurate and not misleading, (b) warn of known hazards and (c) warn of potential hazards
- Situational leadership is:
- is the skill needed to influence other members of the team and external people by using local knowledge and conditions. Situational leadership might exist in a position offered by the organisation. Furthermore, this type of leadership might exist only within certain situations that

RANGE STATEMENT

	require a particular skill or knowledge as in a particular type of emergency
Followership is important in the evaluation of team performance, the efficient use of team resources and improving team outputs, and is exhibited by:	<ul style="list-style-type: none"> • being non-reactive • offering information • making particular suggestions • offering constructive criticism • solving confrontation and conflict
Team behaviours will involve and should manifest as:	<ul style="list-style-type: none"> • interaction between members with high levels of communication • cohesion and team spirit resulting in high morale • high productivity • high levels of energy • common and purpose-centred team activity • shared responsibility and rewards within the team • regular monitoring of team s performance by all members
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • regulatory standards and recommended practices
Information/documents may include:	<ul style="list-style-type: none"> • training curricula and syllabi • Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS) • Local Instructions (LI) and Temporary Local Instructions (TLI) • equipment manufacturers specifications and instructions • Manual of Air Traffic Services (MATS) • Aeronautical Information Publication (AIP) • workplace procedures, instructions • Training Standards Manual (TSM) • ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management • occupational specification for air traffic controllers • industrial certified agreements and awards • training and assessment records • documented learning and assessment strategies
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP) • Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS) • relevant Defence Orders and Instructions

RANGE STATEMENT

- Airservices Act (Cth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Cth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIF5013A Provide SAR alerting and emergency service

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit provides the knowledge and an inventory of skills required to alert appropriate authorities to the need for search and rescue (SAR) action, and to provide the necessary assistance to aircraft in abnormal or emergency situations that helps to resolve such situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with relevant air traffic services regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision, dependent on workplace context, and might be in a team environment.

By providing SAR alerting and emergency service to aircraft. The goal of which is to assist in the resolution of the emergency situation. The possible outcomes of the emergency situation are that the aircraft will land safely or an aircraft accident occurs. If an accident occurs, the emergency situation is transferred to the relevant search and rescue organisation for rescue.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide search and rescue alerting	<ul style="list-style-type: none">1.1 Search and rescue information is coordinated and/or relayed1.2 Critical event times for search and rescue alerting are monitored and actioned1.3 Appropriate emergency phase is declared when required1.4 Search and rescue information and/or actions are appropriately recorded
2 Provide emergency service	<ul style="list-style-type: none">2.1 Critical initial actions are carried out in accordance with emergency plans and checklists2.2 Appropriate emergency phase is declared in accordance with standard operating procedure2.3 Overt or covert response to emergencies or unusual situations is provided using standard operating procedure2.4 Emergency or abnormal situations are coordinated and transferred to other responsible units when necessary2.5 Emergency situations are recorded and/or logged and events reported in accordance with emergency plans and/or standard operating procedure2.6 Priority service is provided to emergency situations2.7 Aircraft separation is maintained during emergency and/or abnormal situations2.8 Critical information is relayed to emergency aircraft and updated2.9 Standard emergency phraseologies are used

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- Search and rescue organisations and infrastructures
- Jurisdictions related to the search and rescue of different aircraft operations
- SARTIME and SARWATCH criteria
- Emergency aviation phases and criteria and declaration
- Emergency services, IFER management process, IFER roles and responsibilities, IFER techniques, IFER resource management and intercept and escort
- Emergency communications
- Emergency checklists and documentation
- Emergency and abnormal HMI indications including alarms and alerts
- Emergency separation standards
- Aerodrome emergency plan (AEP)
- Types of in-flight emergencies including unlawful interference, general aircraft failures and problems, landing, pilot incapacitation, military emergencies, uncertain of position, VFR emergencies, emergencies declared by data link
- Fuel jettison during emergency and practice including ATS response for practice jettison

Required skills:

- Communicate effectively with others when providing SAR alerting and emergency service
- Actively listen
- Declare emergency phases
- Communicate clearly and concisely using standard and non-standard phrases to emergency aircraft
- Use overt and covert emergency messages, phrases and signals
- Use management communication with emergency traffic and other aircraft
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Read and interpret instructions, regulations, procedures and other information relevant to the provision of SAR alerting and emergency service

REQUIRED KNOWLEDGE AND SKILLS

- Interpret and follow operational instructions and prioritise work
- Coordinate emergency and/or abnormal related information
- Use checklists and other documentation
- Provide navigational and traffic information to the pilot during emergencies and unusual situations
- Complete documentation related to the provision of SAR alerting and emergency service including the recording of emergency and/or abnormal flight related information
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when providing SAR alerting and emergency service
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing SAR alerting and emergency service in accordance with regulatory requirements and workplace procedures
- Judge and form an opinion or evaluate situations by discerning and comparing information
- Make decisions relevant to the provision of SAR alerting and emergency service
- Conduct aeronautical decision making
- Implement decisions using knowledge-based, rule-based and skill-based activities
- Demonstrate temperament reflecting a calm, composed and cooperative characteristic and emotional response under challenging situations
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Implement contingency plans for unexpected events that may arise when providing SAR alerting and emergency service
- Maintain air traffic services to other traffic during emergencies and unusual flights
- Anticipate and prepare for work tasks
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Initiate emergency actions
- Monitor critical search and rescue event times
- Provide priority service to emergency aircraft
- Apply emergency separation and restore normal separation
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing SAR alerting and emergency service
- Demonstrate an attitude to error management that limits unintentional deviation from work

REQUIRED KNOWLEDGE AND SKILLS

practices and maintains accuracy through application of disciplined procedures and practices and a methodical work ethic

- Monitor and anticipate operational problems and hazards and take appropriate action
- Regulate workload in emergency situations
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to aircraft or equipment
- Adapt to differences in aircraft, equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when providing SAR alerting and emergency service
- Apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and to constantly switch between: managing the Human-machine Interface (HMI) or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Emergency situations can occur: | <ul style="list-style-type: none"> • in flight and on the ground. The assistance provided by air traffic services aims to resolve the emergency situation to achieve a favourable outcome. Generally, this will involve in-flight emergency responses and/or the activation of aerodrome emergency plans |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| Air traffic control workplace may be a workstation in : | <ul style="list-style-type: none"> • Area Control • Approach Control • Aerodrome Control |
| The requirements of the management of the emergency are that : | <ul style="list-style-type: none"> • during an emergency the ATS officer actively controlling the airspace should not manage the emergency response • ATS officers should be familiar and understand the work pressures involved in piloting an aircraft during an emergency • air traffic services provided to aircraft under normal operations while dealing with an emergency should be appropriately managed by transferring jurisdiction to other ATS units if appropriate • initial actions and response during an emergency should attempt to stabilise the situation. Reference to workplace checklists is recommended • types of emergency will include unlawful interference, general aircraft failures and problems, landing, pilot incapacitation, military emergencies, uncertain of position, VFR emergencies, emergencies declared by data link. Fuel jettison might be required during emergencies, creating possible environmental damage. At times, aircraft might also include a request to ATS for practising fuel jettison. Regulations and organisational advice should be followed in the case of such a request • if the aircraft in the emergency situation will leave the area of jurisdiction, every attempt should be made to retain the aircraft on the original communication frequency for as long as possible to provide consistency of service and to relieve pilot workload |
| Dependent on the type of organisation concerned and the local terminology used, workplace | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures |

RANGE STATEMENT

procedures may include:

- established procedures
- standard operating procedures
- regulatory standards and recommended practices

Information/documents may include:

- relevant Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS)
- Local Instructions (LI) and Temporary Local Instructions (TLI)

- training curricula and syllabi
- equipment manufacturers specifications and instructions
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)
- workplace procedures, instructions
- Training Standards Manual (TSM)
- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- occupational specification for air traffic controllers
- industrial certified agreements and awards
- training and assessment records
- emergency reference manuals, guides and checklists
- documented learning and assessment strategies

Applicable regulations and legislation may include:

- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field F - Safety Management

AVIG5001B Work professionally in an air traffic control workplace

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to work professionally as part of a team to interpret and complete work tasks whilst conforming to the code of conduct for air traffic controllers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant air traffic control regulatory requirements of the Civil Aviation Safety Authority (CASA), and relevant air traffic control regulations, principles, codes of practice and procedures.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

Operations are conducted within a variety of air traffic control contexts within the Australian aviation industry.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1 Demonstrate initiative | 1.1 Specified work tasks are correctly interpreted
1.2 Specified work tasks are completed within the formal requirements of job safety
1.3 Additional tasks are carried out, if directed, or if required to maintain operational safety
1.4 Appropriate initiatives consistent with the limits of responsibility are taken in abnormal or unusual situations to maintain operational safety |
| 2 Conform to a professional code of conduct | 2.1 Professional code of conduct is understood and correctly interpreted in terms of own work role and functions
2.2 Own air traffic control work role and functions are carried out in accordance with identified elements of the professional code of conduct |
| 3 Support organisational objectives | 3.1 Organisational objectives are correctly understood and appropriately interpreted in terms of own work role and functions
3.2 Own controller work role and functions are carried out in a manner consistent with the identified organisational objectives and relevant regulatory requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental protection procedures and regulations
- Principles of effective air traffic control
- Workplace procedures applicable in air traffic control services
- Relevant sections of the air traffic procedures manual and local instructions
- Code of conduct for air traffic controllers
- Safety hazards and risks that exist when using air traffic control communications procedures and related risk control procedures and precautions
- Problems that may occur when using air traffic control communications procedures and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when working professionally in an air traffic control workplace
- Actively listen when working in an air traffic control workplace
- Read and interpret instructions, regulations, procedures and other information relevant to an air traffic control workplace
- Interpret and follow operational instructions and prioritise work
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Complete documentation related to working professionally in an air traffic control workplace
- Provide leadership and work collaboratively with others when working professionally in an air traffic control workplace
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when working professionally in an air traffic control workplace in accordance with regulatory requirements and workplace procedures
- Demonstrate temperament reflecting a calm, composed and cooperative characteristic and emotional response under challenging situations

REQUIRED KNOWLEDGE AND SKILLS

- Make decisions related to the prioritising of tasks and the projection of and planning for traffic and environmental events
- Conduct aeronautical decision making
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Implement contingency plans for unexpected events that may arise when working professionally in an air traffic control workplace
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Apply precautions and required action to minimise, control or eliminate hazards that may exist in an air traffic control workplace
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Be confident but not complacent or reliant on automation and technology, and readily apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and to constantly switch between: managing the Human-machine Interface (HMI) or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be completed:	<ul style="list-style-type: none"> • by day or night • in variable weather conditions
Performance may be demonstrated in:	<ul style="list-style-type: none"> • simulated work situations, and/or • an operational air traffic control workplace
Air traffic control workplace may be a workstation in:	<ul style="list-style-type: none"> • Area Control • Approach Control • Aerodrome Control
Professionalism is reflected in the way in which:	<ul style="list-style-type: none"> • the controller approaches his/her work. In particular, the controller must demonstrate ethical behaviour and acceptance of responsibility at all times
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures • regulatory standards and recommended practices
Information/documents may include:	<ul style="list-style-type: none"> • training curricula and syllabi • relevant sections of Civil Aviation Safety Regulations • relevant CASA Manuals of Standards (MOS) • air traffic control Local Instructions (LI) and Temporary Local Instructions (TLI) • Manual of Air Traffic Services (MATS) • Aeronautical Information Publication (AIP) • Training Standards Manual (TSM) • ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management • workplace procedures and instructions • occupational specification for air traffic controllers • equipment manufacturers specifications and instructions • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards • training and assessment records • operator s handbook and system manuals • documented learning and assessment strategies
Applicable regulations and	<ul style="list-style-type: none"> • International Civil Aviation Organization (ICAO)

RANGE STATEMENT

legislation may include:

- Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field G - Teamwork

AVIH3002B Advise on major services and attractions at aviation destinations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to advise on major services and attractions at aviation destinations, including researching information about airline destinations and responding appropriately to passenger requests for information on relevant aspects of airline flight destinations, including referring the passenger to appropriate sources of information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with relevant workplace procedures and policies.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures and appropriate research methods when responding to requests from passengers for information on aspects of major services, culture and attractions at aviation destinations across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Research information about airline destinations	<p>1.1 Appropriate sources of information about airline destinations for relevant routes are identified in accordance with workplace procedures</p> <p>1.2 Appropriate reference material is accessed from identified sources and organised in a form suitable for use when responding to passenger requests on aspects of airline destinations in accordance with workplace procedures and expectations</p> <p>1.3 Appropriate persons are consulted for advice and assistance in researching information about airline destinations</p>
2 Respond to requests for information on airline destinations	<p>2.1 Requests for information about airline destinations are courteously received and interpreted in accordance with workplace procedures</p> <p>2.2 Where appropriate, accurate, current and relevant information about airline destinations is provided at a level/depth appropriate to the passenger's needs</p> <p>2.3 Where a response cannot be immediately provided to a passenger's request, either assistance and advice is sought from other appropriate airline personnel or the passenger is courteously referred to appropriate sources where they may be able to obtain the required information</p> <p>2.4 Information is presented in a manner which shows sensitivity to both host and visiting cultures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, hygiene and environmental procedures and regulations
- Principles of customer service
- Airline procedures and standards for responding to requests from passengers for information on aspects of airline destinations
- Relevant information on pertinent aspects of airline destinations on specific routes
- Sources of information on pertinent aspects of airline destinations on specific routes and ways and means of accessing information from those sources
- Problems that may occur when responding to passengers' requests for information on aspects of airline destinations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when advising on major services and attractions at aviation destinations
- Read and interpret instructions, regulations, procedures and other information relevant to major services and attractions at aviation destinations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to major services and attractions at aviation destinations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when advising on major services and attractions at aviation destinations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when advising on major services and attractions at aviation destinations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when advising on major services and attractions at aviation destinations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when advising on major services and attractions at aviation destinations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to advise on major services and attractions at aviation destinations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Responses to requests for information on aspects of destinations may be provided:	<ul style="list-style-type: none"> • on any aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business and first class • in any allowable operating and weather conditions • in accordance with regulatory, enterprise and operational requirements, including OH&S regulations
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft
Sources of information on aspects of airline destinations may include:	<ul style="list-style-type: none"> • airline product information • tourism brochures • information provided by diplomatic embassies and consulates • authoritative travel books and journals dealing with specific countries and locations • travel agents • tourist information bureaus and agents at destination points • government tourism offices at destination points • authoritative encyclopedias and other relevant reference books • appropriate websites on the internet
Information that may be requested by passengers about airline destinations may include:	<ul style="list-style-type: none"> • transport • public holidays • currency and exchange rates • accommodation options • customs and immigration requirements • education • major tourist areas • sports • food • general lifestyle and customs • shopping • tipping • geographic features • history

RANGE STATEMENT

	<ul style="list-style-type: none"> • Australian aboriginal culture • government and politics • economy • natural history • culture
Persons consulted to enable appropriate responses to requests from passengers for information on major services and attractions at aviation destinations may include:	<ul style="list-style-type: none"> • passengers • other cabin crew and flight crew members • tourism and travel agencies • ground staff • relevant government agencies and diplomatic embassies/consulates • librarians
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant regulatory requirements • airline procedures and instructions and job specification • airline customer service procedures • airline product information • tourism brochures • airline and tourism videos and audio-visual information resources • information provided by diplomatic embassies and consulates • authoritative travel books and journals dealing with specific countries and locations • authoritative encyclopedias and other relevant reference books • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant regulatory requirements pertaining to the provision of customer service on aircraft • equal opportunity and anti-discrimination legislation • relevant OH&S regulations • industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	H - Route Planning and Navigation
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AVIH4001B Navigate aircraft - VFR

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to navigate an aircraft including completing pre-flight planning; obtaining, acting on and complying with air traffic information and clearances; departing from and arriving at an aerodrome; navigating under normal and abnormal conditions; and carrying out emergency procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures related to the navigation of an aircraft.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare chart and flight plan	1.1 Charts suitable for the intended flight are selected and prepared 1.2 Applicable information is obtained, analysed and applied to produce a flight plan which details tracks, distances, times and fuel requirements to reach a destination 1.3 Pre-flight planning is used to minimise in-flight navigational work load 1.4 A decision to proceed with the cross country flight is made after analysis of meteorological and air traffic control conditions 1.5 Hazards are marked on charts where applicable
2 Comply with airspace procedures	2.1 Air traffic clearances are obtained and compliance with them is maintained 2.2 Compliance is maintained with airspace procedures 2.3 Controlled airspace is only entered with a clearance 2.4 Traffic separation is maintained
3 Conduct departure procedures	3.1 Pre-flight planning and cockpit organisation is conducted to ensure charts, documentation and navigational equipment are accessible from the control seat 3.2 Departure administration and communication is conducted 3.3 Track is intercepted within five nautical miles of airfield and departure time is recorded 3.4 Orientation is always maintained 3.5 Priority is given to controlling the aircraft before conducting navigation administration or communication 3.6 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain 3.7 Local and published noise abatement requirements and curfews are observed
4 Navigate aircraft en route	4.1 Planned route is maintained in accordance with regulatory requirements and procedures 4.2 In-flight documentation and communication is completed in accordance with regulatory requirements and workplace procedures 4.3 Estimated Time of Arrivals (ETAs) are checked and revised as required 4.4 Fuel consumption is monitored and reserves are revised 4.5 Pre-descent or navigation turning point checks are executed 4.6 A navigation cycle which ensures accurate navigation is used 4.7 Separation with air traffic is maintained 4.8 Emphasis is placed on controlling the aircraft before conducting

ELEMENT

PERFORMANCE CRITERIA

- navigation administration or communication
- 4.9 Deteriorating meteorological and navigation situations are recognised and early corrective action is taken
- 4.10 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 5 Navigate at low level and in reduced visibility**
- 5.1 Compliance with Visual Flight Rules (VFR) is maintained during navigation at low level or in reduced visibility
- 5.2 Pre-descent and/or navigation turning point checks are executed in accordance with regulatory requirements
- 5.3 Planned route is maintained in accordance with regulatory requirements and procedures
- 5.4 In-flight documentation is completed
- 5.5 ETAs are checked and revised as required and a safe alternate plan is formulated and applied if required
- 5.6 Aircraft is operated and configured to maintain minimum height AGL and safe separation from terrain
- 5.7 Awareness of current and forecast weather conditions is maintained
- 5.8 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 5.9 Low flying hazards and threats are identified and avoided
- 5.10 Effects of wind velocity, false horizons, rising ground, adverse environmental conditions (e.g. setting sun) and mountainous terrain are managed, and contingency actions are planned where appropriate
- 5.11 Situation awareness is maintained at all times
- 6 Perform lost procedure**
- 6.1 Position is fixed and new track to destination attainable within limits of fuel and daylight is determined
- 6.2 Track to destination is re-established or replanned with consideration of fuel usage and reserves
- 6.3 ETAs are re-calculated
- 6.4 Radio, navigation aids, transponder and ATC services are used for assistance
- 6.5 A timely precautionary search and landing is planned for possible circumstances of being lost or having no fuel or no light
- 6.6 Emotional stability is maintained
- 7 Perform diversion procedure**
- 7.1 Requirement to perform diversion is identified and a decision is made in accordance with procedures, regulatory requirements, and current and forecast weather conditions
- 7.2 New route is determined and maintained

ELEMENT

PERFORMANCE CRITERIA

- | | |
|-------------------------------------|---|
| | 7.3 ETAs are calculated |
| | 7.4 Fuel requirements are recalculated |
| | 7.5 Operational information is reviewed |
| | 7.6 Compliance with airspace procedures is maintained |
| | 7.7 Air traffic control is advised of action where possible |
| | 7.8 All required 'airways clearances' are obtained |
| | 7.9 SARWATCH is cancelled after arrival |
| 8 Use navigation aids | 8.1 Navigation aids/systems are utilised to confirm position, track and navigation information |
| | 8.2 ATC radar is used for position information and tracking assistance |
| | 8.3 Integrity of navigation aid/systems information is monitored and maintained |
| 9 Execute arrival procedures | 9.1 Applicable aviation weather and traffic information is obtained and applied |
| | 9.2 Radio communications are established and maintained in accordance with regulatory requirements |
| | 9.3 Descent point is calculated |
| | 9.4 Arrivals and circuit procedures are executed at aerodromes in accordance with airspace and regulatory requirements |
| | 9.5 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain |
| | 9.6 Airfield markings/lights/signals/indicators are interpreted, applied and followed |
| | 9.7 Situation awareness is maintained |
| | 9.8 Local and published noise abatement requirements and curfews are observed |
| | 9.9 SARWATCH is cancelled |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- The characteristics of different chart types
- Flight planning requirements
- Use of the navigational computer
- The aircraft fuel usage rates
- Relevant sections of CAAP 234-1 (Civil Aviation Advisory Publication)
- Traffic rules and procedures
- Air navigation techniques
- Factors affecting en route performance, range and endurance
- Critical point and point of no return
- DR navigation technique
- Identification by shape, dimensions, contrast and colour, and uniqueness of ground features
- Low level navigation techniques
- Allowances for changed visual aspects of ground features at low level
- En route navigation technique
- Chart reading techniques
- Procedures for requesting clearances from and into controlled airspace
- Identification of CTA, CTR, Prohibited, Restricted and Danger areas
- The principles of operation of navigation aids/systems
- The limitations of navigation aids/systems
- Controlled airspace requirements
- Circuit and circuit joining procedures
- The potential impacts of specific weather phenomena on aviation operations

Required skills:

- Perform the navigational functions within the parameters of the applicable regulations, orders and operations manual procedures
- Prepare charts and flight plans
- Plan applicable altitudes/flight levels and tracking tolerances to avoid controlled airspace when required

REQUIRED KNOWLEDGE AND SKILLS

- Carry out DR navigation technique
- Determine DR position
- Maintain compliance with regulatory requirements
- Maintain Navigation Log
- Select and use appropriate navigational instruments and aids
- Source and interpret aviation weather forecast products and services appropriate to flight planning and navigation procedures
- Adjust aircraft performance to achieve desired timings
- Calculate fuel endurance
- Calculate distance and rate of closure rates to/from ground features
- Fix aircraft position
- Apply air safety practices and regulations
- Recognise significant variances from forecast meteorological conditions and take appropriate actions, including the issue of an AIREP
- Maintain construction, communication and execution of a traffic deconfliction plan
- Communicate effectively with others when navigating aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to the navigation of an aircraft
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to navigating aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when navigating aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when navigating aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when navigating aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the navigation of an aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

REQUIRED KNOWLEDGE AND SKILLS

- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to navigate an aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments • head up displays
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Production methods for flight plans may utilise:	<ul style="list-style-type: none"> • manual planning methods, and • Automated Flight Planning Systems
Navigation aids may include electronic, mechanical and/or radio systems such as:	<ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • DME (Distance Measuring Equipment) • RADAR • GPS (Global Positioning System) • FMS (Flight Management Systems) • Moving Map Displays • TACAN • INS
Operation of navigation aids/systems may include:	<ul style="list-style-type: none"> • normal mode • degraded mode

RANGE STATEMENT

Low flying hazards and threats may include:

- man-made e.g. power lines, masts
- terrain
- birds/wildlife
- environmental
- other airspace operations

Circuits procedures at an aerodrome may include:

- upwind
- crosswind
- downwind
- base
- finals
- joining/departing

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the navigation of an aircraft
- in ADF context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA) or equivalent
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in ADF context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	H - Route Planning and Navigation
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AVIH4012A Plan a flight under Night Visual Flight Rules (NVFR)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and make flight notification for a Night Visual Flight Rules (NVFR) flight using all applicable current operational documents, after obtaining and applying pre-flight briefing information and allowing for operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Night Visual Flight Rules (NVFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to plan a flight under Night Visual Flight Rules as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine aircraft meets requirements for NVFR flight	<p>1.1 Aircraft requirements for NVFR flight are determined</p> <p>1.2 Flight and navigation instruments, minimum electrical lighting and navigation equipment and any other requirements which are fitted to the aircraft are checked to ensure they are suitable and serviceable for NVFR flight</p>
2 Obtain and use current operational documents	<p>2.1 Operational documents applicable to the flight are obtained and checked for currency</p> <p>2.2 Applicable information contained in documents for flight planning and management is interpreted and applied</p> <p>2.3 Documents required for the flight are stowed and accessibility for the pilot during flight is ensured</p>
3 Prepare flight plan for NVFR flight	<p>3.1 Charts suitable for intended NVFR flight are selected and prepared</p> <p>3.2 Applicable information to prepare a flight plan which details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied</p> <p>3.3 Meteorological, airways facilities, aerodrome and NOTAM information applicable to planning and conducting a flight is obtained, interpreted and applied</p> <p>3.4 Routes to optimise options in the event of an engine failure are planned</p>
4 Determine operational requirements	<p>4.1 Suitability of the aerodrome lighting for night operations is determined</p> <p>4.2 Curfew requirements are complied with</p> <p>4.3 Duration of flight is determined</p> <p>4.4 Holding, alternate and reserve fuel requirements due to weather, navigation aid availability and aerodrome lighting are determined in accordance with operational requirements</p> <p>4.5 Total fuel requirements are calculated</p>
5 Make flight notification	<p>5.1 Flight notification is prepared for planned NVFR flight</p> <p>5.2 Completed flight notification is submitted</p> <p>5.3 Flight notification acceptance is confirmed</p>
6 Program navigation system	<p>6.1 Prepare data for transfer to approved airborne navigation system</p> <p>6.2 Navigation data is loaded and checked</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Pilot medical fitness and qualifications necessary for night visual flight
- Privileges of the Night VFR rating
- Specification of the aircraft flight instruments required for night visual flight
- Specification of the aircraft electrical lighting, radio communication and navigation equipment required for night visual flight
- Limit of Night VFR operations in a single-engine aircraft
- Requirements for submission of flight notification and SARWATCH
- Speed restrictions for night visual flight
- Requirements for in-flight progress reports
- Procedures for flight plan amendments and revised estimates for a night visual flight
- Documents required to be carried on a night visual flight
- Validity of a given meteorological forecast for a night visual flight
- Aerodrome lighting and curfew requirements for night operations
- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Airspace requirements and procedures under NVFR conditions
- NVFR route planning requirements
- Use of the navigational computer
- Aircraft fuel planning including holding, alternate, fixed reserve and usage rates
- Visual and instrument flight rules and procedures
- Factors affecting en route performance, range and endurance
- Critical point and point of no return
- Meteorological considerations for a NVFR flight
- Requirements for an alternate aerodrome
- Aerodrome and en route holding procedures
- NVFR cruising levels, selection and hazards
- Limitations and errors of navigations aids/systems
- Icing conditions and hazards

Required skills:

REQUIRED KNOWLEDGE AND SKILLS

- Determine the currency of operational documents
- Extract and apply relevant information from operational documents
- Determine the meteorological forecasts required for a night visual flight
- Determine whether a flight should proceed based on available meteorological forecasts
- Determine alternate aerodrome requirements and suitability for a night visual flight to a specified destination given relevant information including NOTAMs
- Determine holding requirements due to weather, traffic or traffic advisory
- Determine fuel quantity required for a night visual flight
- Interpret navigation charts
- Interpret meteorological forecasts
- Calculate fuel requirements
- Select suitable navigation aids/systems
- Communicate effectively with others when planning a flight under NVFR
- Read and interpret instructions, regulations, procedures and other information relevant to planning a flight under NVFR
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to planning a flight under NVFR
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning a flight under NVFR
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when planning a flight under NVFR in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when planning a flight under NVFR
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while planning a flight under NVFR
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when planning a flight under NVFR

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • night VFR conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for NVFR flight • head up display suitable for NVFR flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Aircraft requirements may include: | <ul style="list-style-type: none"> • instruments • communication • navigation system • lighting |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Operational documents may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) |

RANGE STATEMENT

- approved operators manuals
 - approved checklists
 - workplace procedures and instructions and job specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Charts may include:
- Terminal Area Chart (TAC)
 - En Route Chart (ERC High, ERC Low)
 - Planning Chart (AUS PCA)
 - Visual Terminal Chart (VTC)
 - Designated Airspace Handbook
 - Visual Navigation Chart (VNC)
 - other aeronautical documentation and charts as approved by the relevant authority
- Airways facilities may include
- air traffic control
 - navigational aids
 - radio communications
 - meteorological services
 - fire and rescue services
- Navigation aids/systems may include:
- ADF (Automatic Direction Finder)
 - VOR (VHF Omni-directional Radio Range)
 - DME (Distance Measuring Equipment)
 - RADAR
 - GPS (Global Positioning System)
 - FMS (Flight Management Systems)
 - Moving Map Displays
 - TACAN
 - INS
- Conditions may include:
- simulated icing conditions
 - moderate turbulence
 - simulated hazardous weather
 - Autopilot/Flight Director
 - FMS/other NAV system
 - simulation of emergency and abnormal procedures
- Applicable regulations and legislation may include:
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Manual of Standards
 - relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field H - Route Planning and Navigation

AVIH4013A Navigate aircraft - NVFR

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to navigate an aircraft under Night Visual Flight Rules (NVFR). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Night Visual Flight Rules (NVFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to navigate aircraft under Night Visual Flight Rules as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select, operate and monitor navigation aids/systems	<p>1.1 Appropriate navigation aids/systems for the planned NVFR flight are selected and operated in accordance navigation aid/system requirements</p> <p>1.2 Integrity of navigation aid/systems information is monitored and maintained</p>
2 Navigate the aircraft in Night VFR	<p>2.1 Cockpit and instrument lighting are adjusted to allow reference to documentation, instruments and lookout</p> <p>2.2 Aircraft position fix is determined visually or with reference to navigation aid/system</p> <p>2.3 Tracks are intercepted to and from visually or with reference to navigation aids/systems</p> <p>2.4 Track is maintained within tolerances specified in AIP</p> <p>2.5 Timings are recorded, assessed and revised as required</p> <p>2.6 Station passage is recognised</p> <p>2.7 GPS/DME arc procedure is performed within tolerances specified in AIP if applicable</p> <p>2.8 Planned route above Lowest Safe Altitude (LSALT) is maintained in accordance with NVFR</p> <p>2.9 Route and destination weather conditions are monitored and appropriate actions are executed</p> <p>2.10 Descent point is calculated and/or amended</p>
3 Conduct a diversion to revised route or alternate aerodrome at night	<p>3.1 Requirement for an unplanned diversion is recognised and confirmed</p> <p>3.2 Route to alternate aerodrome, navigation aid and /or revised track is determined</p> <p>3.3 Planned route maintains height above LSALT in accordance with regulations while flying under NVFR</p> <p>3.4 Flight planned route is diverted to track to alternate aerodrome, navigation aid and/or aerodrome</p> <p>3.5 Operational information for alternate aerodrome/s is reviewed and applied according to regulations and/or operator procedures</p> <p>3.6 Fuel plan is reviewed and amended according to regulations and/or operator procedures</p>
4 Make visual departure at night	<p>4.1 Obstacle clearance is ensured until reaching LSALT</p> <p>4.2 Departure track is intercepted within 5 nm of aerodrome</p>
5 Make visual approach at night	<p>5.1 Descent below LSALT is conducted in accordance with instructions in AIP</p> <p>5.2 Track is maintained to destination aerodrome in accordance with instructions in AIP</p>

ELEMENT	PERFORMANCE CRITERIA
6 Comply with Air Traffic Control rules and procedures for NVFR flights	<p>6.1 Separation from other air traffic under NVFR is maintained</p> <p>6.2 Airspace requirements are complied with utilising NVFR procedures</p> <p>6.3 Two-way communication is maintained with ATS and other aircraft in accordance with NVFR procedures</p> <p>6.4 ATC clearances and/or radar vectoring instructions are complied with</p>
7 Manage hazardous weather conditions	<p>7.1 Hazardous weather conditions are identified and avoided</p> <p>7.2 Procedures for avoidance of hazardous weather are demonstrated and/or explained</p> <p>7.3 Aircraft systems are employed to mitigate the effects of hazardous weather</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Navigation requirements for a night visual flight using radio, self-contained or long-range navigation systems
- Navigation requirements for a night visual flight using visual reference to ground and water
- Navigation tolerance for a night visual flight avoiding CTA
- Requirements for positive radio fixing and the most precise track guidance
- Navigation requirements for night visual flight with respect to time interval between fixes, accuracy of time reference, and accuracy and procedures in track-keeping
- Procedures of night visual flight in all classes of airspace when diverting from track due to navigation or weather
- Compulsory reporting points for route selected
- Dimensions of the significant safety sector when calculating LSALT for a route not published on a chart
- Methods of calculating LSALT for a route not published on a chart
- Explanation of conditions for descent below LSALT
- Pre-flight altimeter accuracy check for a night visual flight
- ATC rules and procedures:
 - Airways clearance requirements for operating in all classes of airspace, including lead time required for flight plan submission, contents, 'clearance void time', and 'readback' requirement
 - Airways clearance requirements for entering, operating in and departing CTA and CTR, including what details to provide to ATC, and what details to expect from ATC
- Controlled area protection
- ATC requirements for a change of level in CTA, including in an emergency situation
- Departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures at night, in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Separation provisions between NVFR flights, and IFR and VFR flights in the various classes of CTA
- Separation provisions between NVFR flights, and IFR and VFR flights in GAAP CTR
- Radio procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Loss of radio communication procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Abnormal operations and/or emergency procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Radar services that are provided by ATC

REQUIRED KNOWLEDGE AND SKILLS

- Radar vectoring procedures, including radio procedures and phraseologies
- Maximum permissible time interval in between ATC transmissions during radar vectoring
- Radar emergency procedures, including loss of radio communication, radar failure, transponder emergency codes, and aircraft emergencies
- Operation of VHF aerodrome lighting (PAL)
- Requirements and procedure for a diversion to an alternate aerodrome
- Navigation aids/systems as applicable to rating/endorsement requirements may include:
 - NDB
 - Effects of coastal refraction, night error, thunderstorms, mountainous areas, types of terrain and altitude of aircraft on NDB indications or range
 - Methods of selecting and using the most appropriate NDB for tracking during navigation
 - NDB position fixing, tracking techniques, procedures and limitations
 - VOR
 - VOR instrument settings required to provide command indications when flying on given tracks both to and from the VOR
 - VOR tracking techniques, procedures and limitations
 - DME
 - DME or GPS arrival procedures and limitations in all classes of airspace
 - DME or GPS arrival information
 - Pilot's responsibilities when DME or GPS arrival is conducted outside controlled airspace
 - Conditions permitting descent below LSALT
 - Procedure for joining the circuit using a DME or GPS arrival
 - Principles of operation of DME or the GPS radio equipment
 - Procedures for handling loss of radio communication during a DME or GPS arrival
 - GPS
 - Principles of operation, performance limitations and errors of a GPS system
 - Methods of position fixing using a GPS system
 - GPS operating procedures which provide safeguards against navigational errors and loss of situational awareness
 - GPS operating procedures for typical navigational tasks using a specific type of aircraft equipment
 - Indications of waypoint passage
 - GPS operational and serviceability checks
 - Human factors limitations associated with the use of GPS equipment
 - Requirements applicable to pilots and equipment for GPS operations
 - Parameters applicable to tracking tolerances, automatic waypoint sequencing, CDI sensitivity and RAIM availability

REQUIRED KNOWLEDGE AND SKILLS

- Mode of operation required during each segment of a GPS/NPA, the conditions required to transition to and operate in that mode, and the associated CDI sensitivity and RAIM protection provided
- Parameters applicable to RAIM warnings in the en route, terminal and approach modes
- Effect of availability or otherwise of baro-aiding on RAIM availability and prediction
- Effect of satellite unserviceability on the reliability of each type of prediction
- Effect of each type of RAIM prediction operational requirements
- Operational requirements which apply to planning a flight on the basis of conducting a RNAV (GNSS) procedure at the destination
- Factors that may adversely affect the conduct of a GPS/NPA and explain suitable pilot procedures to minimise such effects
- Operating procedures for GNSS equipment which reduce or eliminate errors due to any of these factors

Required skills:

- Determine route for night visual flight with respect to forecast weather, controlled airspace, Prohibited, Restricted and Danger Areas, specified route limitations, airways operational requirements, and availability of published routes, en route alternate aerodromes, navigation aids, rated coverage and radio communication
- Determine whether a flight may proceed based on route, aircraft equipment and night VFR navigation requirements
- Calculate LSALT for a night visual flight for a route published on a chart
- Calculate LSALT when uncertain of position
- Apply altimetry procedures to all stages of a night visual flight
- Perform the navigational functions within the parameters of the applicable regulations, orders and operations manual procedures
- Maintain compliance with regulatory requirements
- Select and use appropriate navigational instruments and aids
- Source and interpret aviation weather forecast products and services appropriate to flight planning and navigation procedures
- Apply air safety practices and regulations
- Recognise significant variances from forecast meteorological conditions and take appropriate actions, including the issue of an AIREP
- Use navigation aids/systems, as applicable to rating/endorsement requirements, which may include:
 - NDB
- Determine NDB station passage, abeam NDB station, NDB bearing the aircraft is on, track error and/or drift experienced, from ADF relative bearing indications

REQUIRED KNOWLEDGE AND SKILLS

- Calculate track to and from the NDB, given heading and relative bearings
- Calculate heading to steer to intercept a new or original track to or from a NDB
- Calculate heading to steer to intercept desired inbound track before reaching the NDB
- Calculate relative bearing which will indicate that a desired track to or from a NDB has been intercepted, given the intercept heading
- Fix position, given relative bearing indications utilising two NDB stations
- VOR
- Determine scalloping, VOR station passage, abeam VOR station, VOR radial the aircraft is on, track error and/or drift experienced, from VOR cockpit indications
- Determine off-track distance experienced from VOR and DME cockpit indications
- Calculate the heading to steer to intercept a new or original track to or from a VOR
- Fix position, given cockpit instrument indications utilising two VOR stations
- Fix position, given instrument indications utilising combinations of VOR, NDB and DME
- DME
- Interpret DME or GPS arrival information
- GPS
- Interpret typical GPS navigational displays LAT/Long, distance and bearing to waypoint, CDI
- Maintain interception and maintenance of GPS defined tracks
- Determine TMG, GS, ETA, time and distance to WPT, WV in flight
- Recognise and take appropriate action for GPS warnings and messages
- Predict RAIM availability at destination and ETA
- Predict within 1 hour before departure the availability of approach RAIM at the destination or alternate aerodrome within 15 minutes of ETA, and limitations that apply to the prediction
- Apply operational requirements which apply to planning a flight on the basis of conducting a RNAV (GNSS) procedure at the destination
- Communicate effectively with others when navigating an aircraft - NVFR
- Read and interpret instructions, regulations, procedures and other information relevant to navigating an aircraft - NVFR
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to navigating an aircraft - NVFR
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when navigating an aircraft - NVFR
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when navigating an aircraft - NVFR in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when navigating an aircraft - NVFR

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist while navigating an aircraft - NVFR
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when navigating an aircraft - NVFR

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • night VFR conditions
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the relevant authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments suitable for NVFR flight • head up display suitable for NVFR flight
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Diversion requirement may include:	<ul style="list-style-type: none"> • meteorological hazard • fuel requirements • aircraft or airfield system failure/degrade • airspace • ATC direction • operational hazard
Operational information may include:	<ul style="list-style-type: none"> • meteorological • NOTAMS • lighting • Approach Aids
Navigation aids/systems may	<ul style="list-style-type: none"> • ADF (Automatic Direction Finder)

RANGE STATEMENT

include:

- VOR (VHF Omni-directional Radio Range)
- DME (Distance Measuring Equipment)
- RADAR
- GPS (Global Positioning System)
- FMS (Flight Management Systems)
- Moving Map Displays
- TACAN
- INS (Inertial Navigation System)
- FDS (Flight Director System)
- Autopilot system
- Weather Radar
- navigation computers

Conditions may include:

- simulated icing conditions
- moderate turbulence
- simulated hazardous weather
- Autopilot/Flight Director
- FMS/ other NAV system
- simulation of emergency and abnormal procedures

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders

RANGE STATEMENT

legislation may include:

- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

H - Route Planning and Navigation

AVIH5016A Plan a flight under Instrument Flight Rules (IFR)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and make flight notification for an Instrument Flight Rules (IFR) flight using all applicable current operational documents, after obtaining and applying pre-flight briefing information and allowing for operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to planning a flight under Instrument Flight Rules as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine aircraft meets requirements for IFR flight	1.1 Aircraft requirements for IFR flight are determined 1.2 Flight and navigation instruments, minimum electrical lighting and navigation equipment and any other requirements which are fitted to the aircraft are checked to ensure they are suitable and acceptable for IFR flight
2 Obtain and use current operational documents	2.1 Operational documents applicable to the flight are obtained and checked for currency 2.2 Applicable information contained in documents for flight planning and management is interpreted and applied 2.3 Documents required for the flight are stowed and accessibility for the pilot during flight is ensured
3 Prepare charts and flight plan for IMC flight	3.1 Charts suitable for intended IFR flight are selected and prepared 3.2 Applicable information to prepare a flight plan which details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied 3.3 Meteorological, airways facilities, aerodrome and NOTAM information applicable to planning and conducting a flight is obtained, interpreted and applied 3.4 Routes to optimise options in the event of an engine failure are planned
4 Determine operational requirements	4.1 Duration of flight is determined 4.2 Holding, alternate and reserve fuel requirements due to weather, navigation aid availability and aerodrome lighting are determined in accordance with operational requirements 4.3 Total fuel requirements are calculated
5 Make flight notification	5.1 Flight notification is prepared for planned IFR flight 5.2 Completed flight notification is submitted 5.3 Flight notification acceptance is confirmed
6 Program navigation system	6.1 Data for transfer to approved airborne navigation system is prepared 6.2 Navigation data is loaded and checked

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Determining the currency of operational documents
- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Airspace requirements and procedures under IFR conditions
- IFR route planning requirements
- Use of the navigational computer
- Aircraft fuel planning including holding, alternate, fixed reserve and usage rates
- Relevant sections of CAAP 234-1 (Civil Aviation Advisory Publication)
- Visual and instrument flight rules and procedures
- Factors affecting en route performance, range and endurance
- Critical point and point of no return
- Meteorological considerations for an IFR flight
- Requirements for an alternate aerodrome
- Aerodrome and en route holding procedures
- IFR cruising levels, selection and hazards
- Limitations and errors of navigations aids/systems
- Icing conditions and hazards

Required skills:

- Interpret IFR charts
- Interpret meteorological forecasts
- Calculate fuel requirements
- Select suitable navigation aids/systems
- Communicate effectively with others when planning a flight under IFR
- Read and interpret instructions, regulations, procedures and other information relevant to planning a flight under IFR
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to planning a flight under IFR
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning a flight under IFR

REQUIRED KNOWLEDGE AND SKILLS

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when planning a flight under IFR in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when planning a flight under IFR
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while planning a flight under IFR
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to plan a flight under IFR

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Aircraft requirements may include:	<ul style="list-style-type: none"> • instruments • communication • navigation system • lighting
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Operational documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA)

RANGE STATEMENT

- approved operators manuals
 - approved checklists
 - workplace procedures and instructions and job specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Charts may include:
- Departure and Approach procedures (DAP East & West)
 - Terminal Area Chart (TAC)
 - En Route Chart (ERC High, ERC Low)
 - Planning Chart (AUS PCA)
 - Visual Terminal Chart (VTC)
 - Designated Airspace Handbook
 - Visual Navigation Chart (VNC)
- Airways facilities may include
- air-traffic control
 - navigational aids
 - radio communications
 - meteorological services
 - fire and rescue services
- Navigation aids/systems may include:
- ADF (Automatic Direction Finder)
 - VOR (VHF Omni-directional Radio Range)
 - DME (Distance Measuring Equipment)
 - RADAR
 - GPS (Global Positioning System)
 - FMS (Flight Management Systems)
 - Moving Map Displays
 - TACAN
 - INS
- Conditions may include:
- a method of simulating IMC
 - simulated icing conditions
 - moderate turbulence
 - simulated hazardous weather
 - Autopilot/Flight Director
 - FMS/ other NAV system
 - simulation of emergency and abnormal procedures
- Applicable regulations and legislation may include:
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Manual of Standards
 - relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

H - Route Planning and Navigation

AVIH5017A Navigate aircraft - IFR

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to navigate an aircraft under Instrument Flight Rules (IFR) excluding instrument approaches. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to navigate aircraft - IFR as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select, operate and monitor navigation aids/systems	<p>1.1 Appropriate navigation aids/systems for the planned IFR flight are selected and operated in accordance navigation aid/system requirements</p> <p>1.2 Integrity of navigation aid/systems information is monitored and maintained</p>
2 Navigate the aircraft in IMC/simulated IMC	<p>2.1 Aircraft position fix is determined solely with reference to navigation aid/system</p> <p>2.2 Tracks are intercepted to and from navigation aids/systems</p> <p>2.3 Track is maintained within tolerances specified in AIP</p> <p>2.4 Timings are recorded, assessed and revised as required</p> <p>2.5 Station passage is recognised</p> <p>2.6 GPS/DME arc procedure is performed within tolerances specified in AIP if applicable</p> <p>2.7 Planned route above Lowest Safe Altitude (LSALT) is maintained in accordance with IFR</p> <p>2.8 IMC to visual flight transition is performed before descending below the lesser of LSALT/MSA</p> <p>2.9 Route and destination weather conditions are monitored and appropriate actions are executed</p> <p>2.10 Descent point is calculated and/or amended</p>
3 Conduct a diversion to revised route or alternate aerodrome	<p>3.1 Requirement for an unplanned diversion is recognised and confirmed</p> <p>3.2 Route to alternate aerodrome, navigation aid and /or revised track is determined</p> <p>3.3 Planned route maintains height above LSALT in accordance with regulations while flying under IFR</p> <p>3.4 Flight planned route is diverted to track to alternate aerodrome, navigation aid and/or aerodrome</p> <p>3.5 Operational information for alternate aerodrome/s is reviewed and applied according to regulations and/or operator procedures</p> <p>3.6 Fuel plan is reviewed and amended according to regulations and/or operator procedures</p>
4 Conduct holding pattern in IMC	<p>4.1 Holding pattern is entered at or above LSALT/MSA appropriate to inbound heading using sector entry according to AIP</p> <p>4.2 Published holding pattern is flown not below the specified minimum altitude, allowing for wind effect, turning inbound on the prescribed track</p> <p>4.3 Holding pattern is departed in accordance with ATC instructions</p>

ELEMENT	PERFORMANCE CRITERIA
5 Comply with Air Traffic Control rules and procedures for IFR flights	<p>5.1 Separation from other air traffic in IMC/simulated IMC is maintained</p> <p>5.2 Airspace requirements are complied with utilising IFR procedures</p> <p>5.3 Two-way communication is maintained with ATS and other aircraft in accordance with IFR procedures</p> <p>5.4 ATC clearances and/or radar vectoring instructions are complied with</p>
6 Manage hazardous weather conditions	<p>6.1 Hazardous weather conditions are identified and avoided</p> <p>6.2 Procedures for penetration of hazardous weather are demonstrated and/or explained</p> <p>6.3 Aircraft systems are employed to mitigate the effects of hazardous weather</p>
7 Demonstrate turbulence penetration technique	<p>7.1 Aircraft is configured to comply with turbulence penetration procedures in accordance with Flight Manual/POH</p> <p>7.2 Passenger and crew are restrained in accordance with regulations</p> <p>7.3 Procedures for penetrating turbulence are explained and demonstrated</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- ATC rules and procedures:
- Airways clearance requirements for operating in all classes of airspace, including lead time required for flight plan submission, contents, 'clearance void time', and 'readback' requirement
- Airways clearance requirements for entering, operating in and departing CTA and CTR, including what details to provide to ATC, and what details to expect from ATC
- Controlled area protection
- ATC requirements for a change of level in CTA, including in an emergency situation
- Departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures, day and night, in CTA and CTR
- Separation provisions between IFR flights, and IFR and VFR flights in the various classes of CTA
- Separation provisions between IFR flights, and IFR and VFR flights in GAAP CTR
- Radio procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Loss of radio communication procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Abnormal operations and/or emergency procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- Radar services that are provided by ATC
- Radar vectoring procedures, including radio procedures and phraseologies
- Maximum permissible time interval is between ATC transmissions during radar vectoring
- Radar emergency procedures, including loss of radio communication, radar failure, transponder emergency codes, and aircraft emergencies
- Departure, climb, transition to cruise (levelling out), cruise, change of levels, descent, and arrival procedures in Class G airspace and at non-controlled aerodromes
- Visual approach procedures, day and night, in Class G airspace and at non-controlled aerodromes, including landing manoeuvres, cancellation of SARWATCH, and operation of VHF aerodrome lighting (PAL)
- Requirements and procedure for a diversion to an alternate aerodrome
- NDB:
 - Effects of coastal refraction, night error, thunderstorms, mountainous areas, types of terrain and altitude of aircraft on NDB indications or range
 - Methods of selecting and using the most appropriate NDB for tracking during navigation
 - NDB tracking techniques, procedures and limitations
 - Procedures for sector entry and holding using the NDB

REQUIRED KNOWLEDGE AND SKILLS

- VOR:
- VOR instrument settings required to provide command indications when flying on given tracks both to and from the VOR
- VOR tracking techniques, procedures and limitations
- Procedures for sector entry and holding using the VOR
- GPS:
- Principles of operation, performance limitations and errors of a GPS system
- Methods of position fixing using a GPS system
- GPS operating procedures which provide safeguards against navigational errors and loss of situational awareness
- GPS operating procedures for typical navigational tasks using a specific type of aircraft equipment
- Indications of waypoint passage
- GPS operational and serviceability checks
- Human factors limitations associated with the use of GPS equipment
- Requirements applicable to pilots and equipment for GPS operations
- Parameters applicable to tracking tolerances, automatic waypoint sequencing, CDI sensitivity and RAIM availability
- Mode of operation required during each segment of a GPS/NPA, the conditions required to transition to and operate in that mode, and the associated CDI sensitivity and RAIM protection provided
- Parameters applicable to RAIM warnings in the en route, terminal and approach modes
- Effect of availability or otherwise of baro-aiding on RAIM availability and prediction
- Effect of satellite unserviceability on the reliability of each type of prediction
- Effect of each type of RAIM prediction operational requirements
- Operational requirements which apply to planning a flight on the basis of conducting a RNAV (GNSS) procedure at the destination
- Factors that may adversely affect the conduct of a GPS/NPA and explain suitable pilot procedures to minimise such effects
- Operating procedures for GNSS equipment which reduce or eliminate errors due to any of these factors

Required skills:

- Perform the navigational functions within the parameters of the applicable regulations, orders and operations manual procedures
- Maintain compliance with regulatory requirements
- Select and use appropriate navigational instruments and aids
- Source and interpret aviation weather forecast products and services appropriate to flight

REQUIRED KNOWLEDGE AND SKILLS

planning and navigation procedures

- Apply air safety practices and regulations
- Recognise significant variances from forecast meteorological conditions and take appropriate actions, including the issue of an AIREP
- NDB:
 - Determine NDB station passage, abeam NDB station, NDB bearing the aircraft is on, track error and/or drift experienced, from ADF relative bearing indications
 - Calculate track to and from the NDB, given heading and relative bearings
 - Calculate heading to steer to intercept a new or original track to or from a NDB
 - Calculate heading to steer to intercept desired inbound track before reaching the NDB
 - Calculate relative bearing which will indicate that a desired track to or from a NDB has been intercepted, given the intercept heading
 - Fix position, given relative bearing indications utilising two NDB stations
- VOR:
 - Determine scalloping, VOR station passage, abeam VOR station, VOR radial the aircraft is on, track error and/or drift experienced, from VOR cockpit indications
 - Determine off-track distance experienced from VOR and DME cockpit indications
 - Calculate the heading to steer to intercept a new or original track to or from a VOR
 - Fix position, given cockpit instrument indications utilising two VOR stations
 - Fix position, given instrument indications utilising combinations of VOR, NDB and DME
- GPS:
 - Interpret typical GPS navigational displays LAT/Long, distance and bearing to waypoint, CDI
 - Maintain interception and maintenance of GPS defined tracks
 - Determine TMG, GS, ETA, time and distance to WPT, WV in flight
 - Recognise and take appropriate action for GPS warnings and messages
 - Predict RAIM availability at destination and ETA
 - Predict within 1 hour before departure the availability of approach RAIM at the destination or alternate aerodrome within 15 minutes of ETA, and limitations that apply to the prediction
 - Apply operational requirements which apply to planning a flight on the basis of conducting a RNAV (GNSS) procedure at the destination
- Communicate effectively with others when navigating an aircraft - IFR
- Read and interpret instructions, regulations, procedures and other information relevant to navigating an aircraft - IFR
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to navigating an aircraft - IFR
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when navigating an aircraft - IFR
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly report and/or rectify any identified problems that may occur when navigating an aircraft - IFR in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when navigating an aircraft - IFR
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while navigating an aircraft - IFR
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when navigating an aircraft - IFR

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--------------------------------------|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the relevant authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Diversion requirement may include: | <ul style="list-style-type: none"> • meteorological hazard • fuel requirements • aircraft or airfield system failure/degrade • airspace • ATC direction • operational hazard |
| Operational information may include: | <ul style="list-style-type: none"> • meteorological • NOTAMS • lighting • Approach Aids |

RANGE STATEMENT

Navigation aids/systems may include:

- ADF (Automatic Direction Finder)
- VOR (VHF Omni-directional Radio Range)
- DME (Distance Measuring Equipment)
- RADAR
- GPS (Global Positioning System)
- FMS (Flight Management Systems)
- Moving Map Displays
- TACAN
- INS (Inertial Navigation System)
- FDS (Flight Director System)
- Autopilot system
- Weather Radar
- navigation computers

Conditions may include:

- a method of simulating IMC
- simulated icing conditions
- moderate turbulence
- simulated hazardous weather
- Autopilot/Flight Director
- FMS/ other NAV system
- simulation of emergency and abnormal procedures

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements

RANGE STATEMENT

Applicable regulations and legislation may include:

- including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Manual of Standards
 - relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

H - Route Planning and Navigation

AVII2001B Provide customer service on an aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide high quality customer service to passengers on a commercial aircraft, including providing appropriate assistance to passengers in conjunction with other members of cabin service team prior to departure, during flight and on arrival at a destination. It also includes advising passengers on cabin features and amenities, using cabin facilities and amenities, providing support to other crew members, and carrying out required administrative procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements including OH&S.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, regulations, safety codes, security regulations and protocols to the provision of customer service to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide customer service prior to departure	<p>1.1 Passengers are met and welcomed on boarding the aircraft in accordance with regulatory requirements and workplace procedures</p> <p>1.2 Boarding passes are checked to confirm correct flight and seating, and passengers are directed to their seat locations in accordance with regulatory requirements and workplace procedures</p> <p>1.3 Carry-on baggage is monitored to ensure that it does not exceed allowable limits, and if limits are exceeded appropriate action is taken to remove it to hold stowage</p> <p>1.4 Passengers are assisted to stow cabin baggage and personal items in accordance with regulatory requirements</p> <p>1.5 Action is taken to ensure passengers are promptly seated with their seat belts correctly fastened in accordance with regulatory requirements</p> <p>1.6 Passengers with special needs are appropriately assisted</p> <p>1.7 Passengers sitting over the wings and passengers with special needs are given individual briefings in accordance with regulatory requirements and workplace procedures</p> <p>1.8 Appropriate responses are made to passengers' queries and requests</p> <p>1.9 Passenger pre-departure cabin service items are offered as appropriate</p> <p>1.10 Customer service is suspended during take-off of the aircraft</p>
2 Advise on and use cabin features and amenities	<p>2.1 Passengers are advised on the relevant features and amenities available including those available for passengers with special needs</p> <p>2.2 Cabin equipment and amenities are used in accordance with regulatory requirements and workplace procedures</p> <p>2.3 Cabin equipment and amenities are correctly stowed after use in accordance with regulatory requirements and workplace procedures</p>
3 Provide customer service during flight	<p>3.1 Toilets and facilities are periodically checked and serviced to ensure that they meet workplace standards and are adequately stocked with relevant resources</p> <p>3.2 Passengers' safety, security and comfort needs are anticipated and appropriate action is taken and responses made</p> <p>3.3 Aircraft cabin is patrolled to confirm passengers' safety and comfort needs are being adequately satisfied in accordance with regulatory requirements and workplace procedures</p>

ELEMENT

PERFORMANCE CRITERIA

4 Provide customer service on arrival

- 4.1 Passengers are assisted in accessing baggage and personal items
- 4.2 Advice is provided on local time and weather conditions where applicable
- 4.3 Appropriate information is provided about terminal facilities and transport options
- 4.4 Passengers with special needs are assisted as appropriate in accordance with workplace procedures and regulatory requirements
- 4.5 Passengers are farewelled courteously in accordance with workplace procedures
- 4.6 Passengers are guided to the appropriate exit

5 Provide support to other members of the aircraft crew

- 5.1 Appropriate assistance is provided to other team members of the cabin crew in accordance with workplace procedures
- 5.2 Other members of the crew are advised of any variations to workplace procedures
- 5.3 Meals and refreshments are served to the flight crew in accordance with workplace procedures and flight schedule

6 Carry out administrative procedures

- 6.1 Workplace administrative procedures are identified and interpreted
- 6.2 Administrative procedures are implemented in accordance with workplace and regulatory requirements
- 6.3 All required aircraft documentation/data capture is completed in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards for providing appropriate assistance and advice to passengers prior to take-off, during flight and on arrival
- Action to be taken in response to flight crew instructions
- The requirements for cabin crew to suspend customer service and be seated during both take-off and landing and when otherwise directed by the pilot in command, or other senior air crew
- Airline administrative procedures
- Cabin features and amenities for various types of aircraft
- Features and amenities of terminals at designated airports
- Transport options at designated airports
- Problems that may need to be addressed when providing customer service and action that can be taken to address them

Required skills:

- Communicate effectively with others when providing customer service on an aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to providing customer service on an aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to providing customer service on an aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing customer service on an aircraft
- Adapt appropriately to individual differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing customer service on an aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when providing customer service on an aircraft
- Apply precautions and required actions to minimise, control or eliminate hazards that may

REQUIRED KNOWLEDGE AND SKILLS

exist when providing customer service on an aircraft

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to provide customer service on an aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer service may be provided:

- on any passenger-carrying aircraft type in commercial service
- during short and/or long haul services
- in any category of service, including economy, business and first class
- in any allowable operating and weather conditions
- in accordance with regulatory and operational requirements

Performance may be demonstrated:

- on an approved cabin service simulator
- in a suitably simulated work environment
- on a passenger-carrying aircraft

Aircraft features and amenities may include:

- toilets
- cabin crew alert buttons
- wheelchairs and equipment for aiding disabled passengers
- seat controls and adjustments
- equipment for use with babies
- audio-visual equipment
- overhead lockers
- telephone
- movie screens
- in-flight entertainment resources such as in-seat videos

Terminal facilities may include:

- baggage carousel locations
- transit lounges
- airline clubs/lounges
- food outlets and restaurants
- ATMs, banks and money/travellers' cheques exchange services
- duty free shopping
- customs services

Transport options may include:

- buses
- trains
- taxis
- hire cars
- shuttle buses
- rental vehicle services

Persons consulted may include:

- passengers

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none">• other cabin crew and flight crew members• ground staff• catering staff• aircraft resourcing staff• technical staff• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations relevant to cabin service and safety operations• airline procedures and instructions and job specification• OH&S regulations and procedures• cabin service checklists and procedures• cabin equipment operational manuals• emergency procedures• flight passenger schedules• information on terminal facilities and transport options at designated airports• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO)• relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders• Civil Aviation Act• relevant OH&S legislation• environmental protection legislation• relevant food handling and hygiene legislation• equal opportunity and anti-discrimination legislation• relevant customs and quarantine regulations• relevant Australian Standards• industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	I - Customer Service
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AVII2003C Carry out beverage service on an aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide beverage service to passengers on a commercial aircraft, including handling stock and materials, advising passengers on beverages, taking drink orders, preparing and serving drinks, using trays, clearing and cleaning carts/tables and equipment, and preparing and using tea and coffee making equipment. It also covers the skills and knowledge needed to ensure compliance with legal requirements, including monitoring the level of intoxication of passengers and taking appropriate action. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements including OH&S regulations.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of beverage service principles and procedures and relevant regulations to the provision of beverage service to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Handle stock and materials	<p>1.1 Where applicable, bar is checked and restocked at scheduled times using correct documentation in accordance with workplace procedures and customs regulations</p> <p>1.2 Items are stored in the correct place at the correct temperature</p> <p>1.3 A suitable range of paperware and garnishes are prepared and stocked in accordance with workplace procedures</p> <p>1.4 Products are checked to ensure quality is to required standard in accordance with workplace procedures</p> <p>1.5 Bar area is kept clean, attractive and complete in accordance with workplace procedures and standards</p> <p>1.6 Glassware is kept hygienically clean, free from chips and cracks and stored correctly where applicable in accordance with workplace procedures</p> <p>1.7 Familiarity with products to be offered is undertaken prior to service provision</p> <p>1.8 Customs documentation is completed where applicable in accordance with regulatory requirements and workplace procedures</p>
2 Advise passengers	<p>2.1 Advice is offered to passengers to assist them in an appropriate selection of products</p> <p>2.2 Passengers' complaints are resolved to their satisfaction within the limits of authority in accordance with workplace procedures and regulatory requirements</p> <p>2.3 Passengers' complaints which require further action are referred to the supervisor in accordance with workplace procedures and regulatory requirements</p>
3 Take drink orders	<p>3.1 Orders are taken accurately and are either written or memorised</p> <p>3.2 Clear and helpful advice is given to passengers on selection of drinks</p>
4 Prepare and serve drinks	<p>4.1 Drinks are prepared to legal and airline standards, using the correct ingredients and measures, and are made to passenger requests</p> <p>4.2 Drinks are served promptly and courteously</p>
5 Use trays	<p>5.1 Drink trays are loaded skilfully and safely, ensuring correct balance</p> <p>5.2 Drink trays are carried and unloaded in accordance with regulatory requirements</p> <p>5.3 Drinks are poured and served in accordance with workplace procedures and regulatory requirements</p>

ELEMENT	PERFORMANCE CRITERIA
6 Clear and clean carts/tables and equipment	<p>6.1 Tables are cleared at an appropriate time in a polite manner</p> <p>6.2 Tables and carts are cleaned hygienically and prepared for further service in accordance with workplace procedures and standards</p> <p>6.3 Utensils and glassware are stowed ready for cleaning where applicable</p>
7 Prepare and use tea and coffee making equipment	<p>7.1 Tea and coffee making equipment is prepared ready for use in accordance with workplace procedures and regulatory requirements</p> <p>7.2 Passengers are offered a range of different teas and coffees and these are made to passengers' requests giving consideration to strength, texture and presentation</p>
8 Comply with legal requirements	<p>8.1 Compliance is maintained at all times with the primary provisions and legal requirements relating to liquor service</p>
9 Monitor level of intoxication of passengers and take suitable action	<p>9.1 The level of intoxication of passengers is monitored using appropriate methods in accordance with workplace procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislation and regulations including those concerning the serving of alcoholic beverages on aircraft
- Relevant OH&S, hygiene and environmental procedures, standards and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of passenger service
- Airline procedures and standards for serving alcoholic and non-alcoholic beverages on aircraft
- Typical service flows within an aircraft beverage service environment
- Features and characteristics of various types of alcoholic and non-alcoholic beverages served on commercial aircraft
- Hygiene and safety issues of specific relevance to beverage service
- Risks that exist when serving alcoholic and non-alcoholic beverages, and related risk control procedures and precautions
- Problems that may occur when serving alcoholic and non-alcoholic beverages, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when carrying out beverage service on an aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to beverage service on an aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to beverage service on an aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out beverage service on an aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when carrying out beverage service on an aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when carrying out beverage service on an aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out beverage service on an aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when carrying out beverage service on an aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Beverage service may be provided:	<ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business and first class • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S regulations
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft
Advice provided to passengers on beverages may include:	<ul style="list-style-type: none"> • types of alcoholic beverages • service of alcoholic beverages • restrictions on use of alcoholic beverages at the appropriate time in a polite manner • assistance to passengers to drink within appropriate limits by providing them with a range of options including the following: <ul style="list-style-type: none"> • low alcohol and non-alcoholic drinks • mineral water • pure water • coffee • nibbles/snacks
Legal requirements relating to liquor service may include but are not restricted to:	<ul style="list-style-type: none"> • the prohibited sale of alcohol to minors • identification of, and refusal to serve, persons who present indications of being intoxicated • advice to passengers on strengths of alcoholic beverages
Methods of monitoring the level of intoxication of passengers may include:	<ul style="list-style-type: none"> • observations in changes of behaviour • monitoring noise levels • monitoring drink orders
Persons consulted concerning beverage service may include:	<ul style="list-style-type: none"> • passengers • other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff
Dependent on the type of	<ul style="list-style-type: none"> • company procedures

RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may be referred to as:

- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant regulatory requirements pertaining to the serving of alcoholic and non-alcoholic beverages on aircraft, including OH&S regulations
- airline procedures and instructions and job specification
- airline beverage service procedures
- beverage service checklist
- relevant customs regulations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant regulatory requirements pertaining to the serving of alcoholic and non-alcoholic beverages on aircraft
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII2004B Provide advice on cuisine on an aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide advice on cuisine to passengers on a commercial aircraft, including discussing menu items and selections, advising passengers on food and special menu items, and obtaining feedback from passengers and others and contributing to menu development. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of passenger service principles and procedures to the provision of advice on cuisine to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Discuss menu items and selections	<p>1.1 Culinary styles and cooking methods of menu items are discussed with passengers using appropriate language, terminology and correct pronunciation according to the passenger's needs</p> <p>1.2 Passengers are advised on the selection of menu items available, providing options and possible variations where appropriate to passenger and operational needs</p>
2 Advise passengers on food	<p>2.1 Information is accessed from appropriate sources in order to advise passengers on menu items in accordance with workplace procedures</p> <p>2.2 Passengers are advised on a range of foods, in terms of varieties, quality factors, ingredients and cooking methods, where applicable, using standard airline descriptions and in accordance with workplace procedures</p> <p>2.3 Foods are described using standard industry descriptions in terms of preparation methods and styles of service</p>
3 Advise passengers on special menu items	<p>3.1 Passengers are advised on special menu items using standard airline descriptions and the appropriate terminology in accordance with workplace procedures</p> <p>3.2 Appropriate responses are made to passenger requests for information on dietary features of special menu items in accordance with workplace procedures</p>
4 Contribute to menu development	<p>4.1 Trends in passenger needs are identified and interpreted based on direct contact and workplace experience</p> <p>4.2 Advice on hygiene approaches is provided upon request</p> <p>4.3 Suggestions and feedback on possible changes to menu development is provided to relevant personnel in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements
- Relevant equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline procedures and standards for providing advice on cuisine to passengers
- Standard airline menus and menu items
- Features and characteristics of various types of food served on commercial aircraft including special menu items
- Relevant information on meal ingredients, special dietary requirements and food allergies
- Food presentation for different types of airline service
- Hygiene and safety issues of specific relevance to food and beverage service
- Risks that exist when providing advice on cuisine to passengers and related risk control procedures and precautions
- Problems that may occur when providing advice on cuisine to passengers, and to passengers with special needs, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when providing advice on cuisine on an aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to providing advice on cuisine on an aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to providing advice on cuisine on an aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing advice on cuisine on an aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing advice on cuisine on an aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when providing advice on cuisine on an aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing advice on cuisine on an aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when providing advice on cuisine on an aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Meal service may be provided:	<ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business and first class • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft
Types of food upon which advice may be provided may include:	<ul style="list-style-type: none"> • appetisers and hors d'oeuvres • soups • meat and fish • vegetables • sweets and desserts • cheeses • fruit salads • sauces • pasta • noodles
Advice on special menu items may include:	<ul style="list-style-type: none"> • origins • ingredients • methods of preparation • presentation styles
Sources of information on menu items may include:	<ul style="list-style-type: none"> • menu galley guide • catering checklist • special meal information
Persons consulted on menu items may include:	<ul style="list-style-type: none"> • passengers • other crew members • catering staff • ground support staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures

RANGE STATEMENT

Information/documents may include:

- standard operating procedures
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to food service on aircraft
- airline procedures and instructions and job specification
- standard airline menus
- airline meal service procedures checklists and procedures
- menu galley guide
- catering checklist
- special meal information
- relevant information on meal ingredients, special dietary requirements and food allergies
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to food service on aircraft
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to food service on aircraft
- Civil Aviation Act
- relevant OH&S legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII2006B Conduct in-flight retailing

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct in-flight retailing on a commercial aircraft in accordance with relevant regulatory requirements, including assessing customer needs, promoting products and customer services, handling payments, handling complaints, completing administrative requirements, carrying out stocktaking procedures, reconciling money/stock, ordering and storing stock, and maintaining security of goods and revenue. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements, including OH&S, customs and security regulations along with customer service principles and protocols to the conduct of in-flight retailing.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, relevant regulations and protocols to the conduct of in-flight retailing on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess customer needs	<p>1.1 Appropriate questioning techniques are used to determine customers' needs and product preferences in accordance with workplace procedures</p> <p>1.2 Individual needs of customers are accurately assessed and suitable products are identified</p> <p>1.3 Advice is courteously provided to customers on products available for sale in accordance with workplace procedures and trade practices regulations</p>
2 Promote products and customer services	<p>2.1 Products and services available to customers are effectively promoted in accordance with workplace procedures</p> <p>2.2 Selling techniques appropriate to the product and customer are employed, in order to make sale in accordance with workplace procedures</p>
3 Handle payments	<p>3.1 Customers are courteously advised of amount due in accordance with workplace procedures</p> <p>3.2 Payments for products are processed in accordance with workplace procedures, including credit card transactions where applicable</p> <p>3.3 Currency conversion rates are correctly applied during transactions where applicable</p> <p>3.4 Correct change is returned to customer, where appropriate</p> <p>3.5 Appropriate precautions are taken to minimise/identify incidences of credit card fraud in accordance with workplace procedures</p>
4 Handle complaints	<p>4.1 Complaints are promptly and sensitively identified and received in accordance with workplace procedures</p> <p>4.2 Complaints are handled and/or reported to senior personnel in accordance with workplace procedures</p> <p>4.3 Appropriate follow-up action is taken to ensure a positive outcome in accordance with workplace procedures</p>
5 Complete administrative requirements	<p>5.1 Reconciliation of money and stock is completed in accordance with workplace procedures</p> <p>5.2 Appropriate documentation of financial transactions and reconciliations is completed, in accordance with workplace procedures and customs requirements</p> <p>5.3 Pay-in procedures are accurately performed in accordance with workplace operational and security procedures</p>
6 Carry out stocktaking procedures	<p>6.1 Stocktaking procedures are carried out accurately, in a timely manner and in accordance with workplace procedures and regulatory requirements</p>

ELEMENT

PERFORMANCE CRITERIA

- 6.2 Any shortfalls are checked and reported as required
- 6.3 Required stocktaking documentation is completed in accordance with workplace procedures and customs requirements
- 7 Order and store stock**
 - 7.1 Internal requisitions are correctly placed in accordance with workplace procedures and customs requirements
 - 7.2 Uplifted stock is received and checked for quality and quantity
 - 7.3 Faulty or incorrect goods delivered are promptly identified and appropriate action taken in accordance with workplace procedures
 - 7.4 Uplifted stock is correctly stored and in accordance with workplace procedures
 - 7.5 Stock is handled and stored using safe manual handling methods in accordance with OH&S regulations
- 8 Maintain security**
 - 8.1 Compliance is maintained with security procedures for the protection of saleable amenities and revenue at all times in accordance with workplace procedures
 - 8.2 Breaches in security are promptly identified and reported and appropriate action is taken in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to in-flight retailing
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service and effective selling
- Airline procedures and standards for in-flight retailing, including selling, stocktaking, stock/money reconciliation, customs, security and administrative processes
- Saleable products, amenities and services including their features, characteristics and pricing
- Risks that exist when conducting in-flight retailing and related risk control procedures and precautions
- Problems that may occur when conducting in-flight retailing and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when conducting in-flight retailing
- Read and interpret instructions, regulations, procedures and other information relevant to in-flight retailing
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to in-flight retailing
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting in-flight retailing
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting in-flight retailing in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting in-flight retailing
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting in-flight retailing
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

REQUIRED KNOWLEDGE AND SKILLS

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when conducting in-flight retailing

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Service may be provided: | <ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in any category of service including economy, business class and first class • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements |
| Performance may be demonstrated on: | <ul style="list-style-type: none"> • an approved cabin service simulator • a passenger-carrying aeroplane |
| Payments for products may be made: | <ul style="list-style-type: none"> • in Australian currency • in foreign currency • by credit card • by travellers cheque |
| Questioning techniques may include: | <ul style="list-style-type: none"> • open questions (useful for gaining new information) • closed questions (useful for gaining commitment or confirming needs/understanding) • limiting questions (useful for offering alternatives, such as to verify/clarify information before recommending, to enable focus on particular passenger's needs, to provide control and direction) • leading/rhetorical questions (useful for focusing on a particular need; answer is implied in question) • active listening • checking understanding |
| Advice to passengers on aspects of saleable products/amenities may include: | <ul style="list-style-type: none"> • features • benefits • match to customer's needs • price • payment methods |
| Security procedures for the protection of saleable amenities may include: | <ul style="list-style-type: none"> • stock procedures • stowage • bond store locks and keys |
| Persons consulted during in-flight retailing may include: | <ul style="list-style-type: none"> • passengers • other crew members • relevant ground staff |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

Information/documents may include:

Applicable regulations and legislation may include:

- aircraft resourcing staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- relevant regulations pertaining to in-flight retailing including regulations pertaining to trade practices and the operation of carts in aisles
- airline in-flight retailing and security procedures and instructions including procedures and precautions for credit card transactions
- job specification
- OH&S procedures
- operational manuals for equipment used during in-flight retailing
- information on saleable products, amenities and services
- information on currency conversion/exchange rates
- sale catalogues
- stocktake checklists and procedures
- customs requirements
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant regulations pertaining to in-flight retailing, including CASA regulations relating to retail operations on aircraft (i.e. the operation of carts in aisles)
- relevant OH&S legislation
- taxation legislation including GST
- relevant trade practices regulations
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service

AVII2007B Check in aircraft passengers

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to check in passengers for a commercial aircraft flight, including greeting passengers, checking in passengers using either manual or computerised processes and checking in both cabin and hold baggage. It also includes the skills and knowledge required to respond to problems during check-in, process check-in records, issue boarding passes and direct passengers to the security gate. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, regulations, safety codes and protocols to the checking-in of passengers for commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Greet passenger	<p>1.1 Passenger is greeted in accordance with workplace customer service procedures</p> <p>1.2 Passenger is asked for their name and details of their flight</p> <p>1.3 Photographic identification is requested from the passenger and their identity is confirmed</p>
2 Check in passenger using manual process	<p>2.1 When manual procedures are being followed, passenger's name is identified and confirmed on the passenger list for the nominated flight</p> <p>2.2 Where possible, passenger's seating preference on the aircraft is sought</p> <p>2.3 Passenger's check-in is recorded on the passenger list and a suitable and available aircraft seat is allocated</p> <p>2.4 Passenger is advised of any changes in flight arrangements including delays, cancellations and gate changes</p>
3 Check in passenger using computerised process	<p>3.1 When computerised procedures are being followed, passenger's name and indicated flight are entered into the system using relevant workplace procedures</p> <p>3.2 Passenger's booking for the flight is confirmed on the system</p> <p>3.3 Should the passenger's name not be found in bookings for the flight, appropriate action is taken in discussion with the passenger to resolve the problem in accordance with workplace procedures</p> <p>3.4 Where relevant, passenger's seating preference on the aircraft is sought or if in a loyalty program confirmed from their preference profile</p> <p>3.5 Passenger is advised of prohibited items that are not allowed to be carried onto an aircraft or carried in baggage in accordance with workplace procedures and regulatory requirements</p> <p>3.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures</p>
4 Check in baggage	<p>4.1 Where applicable, passenger is requested to present her/his baggage for check-in</p> <p>4.2 Items of cabin baggage are checked to ensure that they fall within number, size and weight requirements, and if not, the passenger is courteously advised that relevant items must be checked in together with any other items for carriage in the aircraft's hold</p> <p>4.3 Passenger's checked-in baggage is weighed on the scales in accordance with workplace procedures</p>

ELEMENT

PERFORMANCE CRITERIA

- 4.4 Baggage weight is compared to allowable limits for the passenger's class of travel
- 4.5 If baggage is above the allowable limit but still permissible under excess baggage rules, passenger is advised and arrangements are made for excess baggage payment in accordance with workplace procedures
- 4.6 If baggage is above the allowable limit and the excess is not permissible under regulatory requirements, passenger is advised in accordance with workplace procedures and requested to take appropriate action to reduce baggage weight to within the allowable limit
- 4.7 Baggage details are recorded on the aircraft's baggage list and entered into the computer system dependent on the workplace procedures for the type of check-in process being used
- 4.8 Baggage is labelled in accordance with workplace procedures using either manually or printer-produced tags dependent on the system being used, including overweight, oversize or fragile labels where applicable
- 4.9 Where loyalty services apply, baggage is tagged with the appropriate label
- 4.10 Passenger's baggage is placed on the baggage belt or cart, as applicable
- 4.11 Passenger's baggage check-in record is attached to their ticket or boarding pass sleeve
- 4.12 Baggage is handled at all times in accordance with OH&S regulations and workplace procedures
- 5 Respond to problems during check-in**
 - 5.1 A problem arising during check-in is promptly identified and clarified in accordance with workplace procedures
 - 5.2 Options for the resolution of the identified problem are explored in consultation with the passenger and other staff in accordance with workplace procedures and any relevant regulatory requirements
 - 5.3 Where a problem cannot be immediately resolved, the problem is referred to an appropriate supervisor or other relevant staff for action in accordance with workplace procedures
- 6 Issue boarding pass**
 - 6.1 On finalisation of check-in procedures, a manual or computer-produced boarding pass is issued and presented to the passenger in accordance with workplace procedures
 - 6.2 Passenger's attention is drawn to relevant details on the boarding pass including the flight code, the boarding gate and the required boarding time
- 7 Direct passenger to**
 - 7.1 Passenger is directed to the security gate in accordance with

ELEMENT

security gate

PERFORMANCE CRITERIA

workplace procedures

7.2 Where applicable, passengers subscribing to a loyalty scheme and/or airline club are advised of the location of the club lounge and the facilities available in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to check-in procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards for providing appropriate check-in services for passengers
- Check-in records/documentation
- Baggage check-in limits and requirements
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when checking in passengers for aircraft flights and related risk control procedures and precautions
- Problems that may occur when checking in passengers for aircraft flights and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when checking in aircraft passengers
- Read and interpret instructions, regulations, procedures and other information relevant to checking in aircraft passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when checking in aircraft passengers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when checking in aircraft passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when checking in aircraft passengers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when checking in aircraft passengers
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when checking in aircraft passengers

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Check-in services may be provided: | <ul style="list-style-type: none"> • by day or night • at international, domestic and regional airports • at a boarding gate, baggage check-in, service desk or valet service check-in • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise and operational requirements |
| Performance may be demonstrated: | <ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport |
| Check-in procedures may include: | <ul style="list-style-type: none"> • manual check-in processes • computerised check-in processes |
| Problems during check-in may include: | <ul style="list-style-type: none"> • late check-in • excess baggage • overweight or oversize cabin baggage • possession or prohibited items on person or in cabin or checked-in baggage • no record of the passenger's claimed booking • delayed or cancelled flight |
| Persons consulted may include: | <ul style="list-style-type: none"> • passengers • other crew members • ground staff • catering staff • aircraft resourcing staff • technical staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to passenger check-in processes • airline check-in checklists, procedures and instructions and job specifications including both manual and computerised processes where applicable |

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace customer service standards, policies and procedures
- lists of items prohibited for carriage on aircraft
- check-in equipment operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII2008B Provide assistance to transit and arriving passengers

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide assistance to transit and arriving passengers, including greeting passengers, checking in passengers using either manual or computerised processes and checking in both cabin and hold baggage. It also includes the skills and knowledge required to respond to problems during check-in, process check-in records, issue boarding passes and direct passengers to the security gate. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, regulations, safety codes and protocols to the provision of assistance to transit and arriving passengers on commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Greet transit passenger	<p>1.1 Transit passenger is greeted in accordance with workplace customer service procedures</p> <p>1.2 Transit passenger is asked for their boarding pass and/or their name and details of their flight and destination and directed to the relevant terminal/check-in area</p> <p>1.3 Transit passenger's queries concerning their flight and transit arrangements are answered accurately, courteously and in accordance with workplace customer service standards and procedures</p>
2 Greet arriving passenger	<p>2.1 Arriving passenger is greeted in accordance with workplace customer service procedures</p> <p>2.2 Arriving passenger is directed to the baggage carousel area and/or terminal exit and transport services</p> <p>2.3 Arriving passenger with international connections is directed to the relevant terminal/check-in area</p> <p>2.4 Arriving passenger's queries and concerns are answered courteously in accordance with workplace customer service standards and procedures</p>
3 Check in passenger for next leg using manual process	<p>3.1 When manual procedures are being followed, passenger's name is identified and confirmed on the passenger list for the nominated flight</p> <p>3.2 Should the passenger's name not be found in bookings for the flight, appropriate action is taken in discussion with the passenger to resolve the problem in accordance with workplace procedures</p> <p>3.3 Passenger is advised of any changes in flight arrangements including delays, cancellations and gate changes</p> <p>3.4 Where possible, passenger's seating preference on the aircraft is sought</p> <p>3.5 Passenger is advised of prohibited items that are not allowed to be carried onto an aircraft or carried in baggage in accordance with workplace procedures and regulatory requirements</p> <p>3.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures and regulatory requirements</p>
4 Check in transit passenger for next leg using computerised process	<p>4.1 When computerised procedures are being followed, passenger's name and indicated flight are entered into the system using relevant workplace procedures</p> <p>4.2 Passenger's booking for the next leg of the flight is confirmed on the system and the passenger is advised of any changes in flight arrangements</p>

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| | 4.3 Should the passenger's name not be found in bookings for the flight, appropriate action is taken in discussion with the passenger to resolve the problem in accordance with workplace procedures |
| | 4.4 Where relevant, passenger's seating preference on the aircraft is sought or if in a loyalty program confirmed from their preference profile |
| | 4.5 Passenger is advised of prohibited items that are not allowed to be carried onto an aircraft or carried in baggage in accordance with workplace procedures and regulatory requirements |
| | 4.6 Passenger's check-in is confirmed on the system and a suitable and available aircraft seat is allocated using appropriate workplace procedures |
| 5 Respond to a passenger's problems | 5.1 A problem arising for an arriving or transit passenger is promptly identified and clarified in accordance with workplace procedures |
| | 5.2 Options for the resolution of the identified problem are explored in consultation with the passenger and appropriate other staff in accordance with workplace procedures and any relevant regulatory requirements |
| | 5.3 Where a problem cannot be immediately resolved, the problem is referred to appropriate supervisor or other relevant staff for appropriate action in accordance with workplace procedures |
| 6 Issue boarding pass for next leg of flight | 6.1 On finalisation of check-in procedures, a manual or computer-produced boarding pass is issued and presented to the transit passenger in accordance with workplace procedures |
| | 6.2 Passenger's attention is drawn to relevant details on the boarding pass including the flight code, the boarding gate and the required boarding time |
| 7 Direct transit passenger to transit lounge | 7.1 Passenger is directed to the transit lounge and facilities in accordance with workplace procedures |
| | 7.2 Where applicable, passengers subscribing to a loyalty scheme and/or airline club are advised of the location of the club lounge and the facilities available in accordance with workplace procedures |

Required Skills and Knowledge

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to check-in procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards and procedures for providing appropriate services for transit and arriving passengers
- Check-in records/documentation
- Baggage check-in limits and requirements
- Features, amenities, transit club lounges and departure gate locations at designated airports
- Risks that exist when assisting transit and arriving passengers and related risk control procedures and precautions
- Problems that may occur when assisting transit and arriving passengers and appropriate action that should be taken in each case

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required skills:

- Communicate effectively with others when providing assistance to transit and arriving passengers
- Read and interpret instructions, regulations, procedures and other information relevant to transit and arriving passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to transit and arriving passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing assistance to transit and arriving passengers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing assistance to transit and arriving passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when providing assistance to transit and arriving passengers
- Apply precautions and required actions to minimise, control or eliminate potential hazards that may exist with the transit and arrival of passengers
- Monitor and anticipate operational problems and hazards and take appropriate action

Required knowledge:

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when providing assistance to transit and arriving passengers

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Assistance to transit and arriving passengers may be provided: | <ul style="list-style-type: none"> • by day or night • at international, domestic and regional airports • at an arrival gate, transit lounge or service desk • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with regulatory and operational requirements |
| Performance may be demonstrated: | <ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport |
| Check-in procedures may include: | <ul style="list-style-type: none"> • manual check-in processes • computerised check-in processes |
| Problems during passenger arrival/transit check-in may include: | <ul style="list-style-type: none"> • lack of understanding of terminal layout • possession or prohibited items on person or in cabin or checked-in baggage • late arrival of incoming flight • no record of the passenger's booking for next leg of flight • delayed or cancelled flight |
| Persons consulted may include: | <ul style="list-style-type: none"> • passengers • other cabin crew and flight crew members • ground staff, including those in supervisory positions • catering staff • ground support staff • technical staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to passenger check-in processes • airline transit service checklists, procedures and instructions and job specifications including both manual and computerised processes where applicable • workplace customer service standards, policies and procedures |

RANGE STATEMENT

Applicable regulations and legislation may include:

- lists of items prohibited for carriage on aircraft
- check-in equipment operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service

AVII2009B Serve wine to aircraft passengers

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to serve wine and carry out wine service for passengers on a commercial aircraft, including storing and handling wines, setting a bar or cocktail unit, organising glassware, advising passengers on wines and wine choice, taking orders, and serving wine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of a knowledge and understanding of Australian and overseas wines, customer service principles and procedures and relevant regulatory requirements to the serving of wines to passengers on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Store and handle wines	<p>1.1 Wines are stored for optimum quality as recommended by the manufacturer and within the possible parameters of the workplace</p> <p>1.2 Quality problems are promptly identified and rectified in accordance with workplace procedures</p>
2 Set bar or cocktail unit	<p>2.1 Bar glassware is selected and checked for cleanliness, chips and cracks in accordance with workplace procedures and standards</p> <p>2.2 Ice buckets are inspected and cleaned hygienically in accordance with workplace procedures and regulatory requirements</p> <p>2.3 Napkins are prepared in accordance with workplace procedures and standards</p>
3 Organise glassware	<p>3.1 Appropriate glassware is correctly placed on tables in accordance with workplace procedures and standards</p> <p>3.2 Appropriate styles of glassware are selected for use with particular wines</p> <p>3.3 Glassware is selected, checked for cleanliness, chips and cracks and placed on passengers' tables in accordance with workplace procedures and standards</p> <p>3.4 Where necessary, suitable glassware is selected to match a passenger's choice of wine and exchanged with that set on table</p> <p>3.5 Used and unused glassware is removed at the appropriate time in accordance with workplace procedures and standards</p>
4 Converse with passengers about wine	<p>4.1 Appropriate communication techniques are used to converse with passengers about wine</p> <p>4.2 A sufficient knowledge and understanding of wine appreciation is appropriately applied to conversation with passengers for the purpose of assisting them in making choices according to the food to be consumed</p>
5 Advise passengers on their wine choice	<p>5.1 Where applicable, wine list is discussed in terms of the wine areas of Australia and overseas using standard industry information including grape variety, notable producers and vintage</p> <p>5.2 Passengers are correctly and courteously advised on their wine choice in terms of traditional combinations, seasonal and special occasions and contemporary cuisine</p> <p>5.3 Feedback on composition of wine list is relayed to the passenger service supervisor/passenger service manager or appropriate department for product development in accordance with workplace procedures</p>

ELEMENT

PERFORMANCE CRITERIA

- 5.4 Wine irregularities are appropriately followed up with appropriate personnel
- 5.5 The level of intoxication of passengers is monitored using appropriate methods in accordance with workplace procedures and regulatory requirements
- 5.6 Legislative requirements concerning the serving of alcoholic beverages are followed when providing advice to passengers on wine choice
- 6 Take orders**
- 6.1 Wine list is presented in a courteous manner at the appropriate time in accordance with workplace procedures and standards
- 6.2 Orders are taken accurately in accordance with workplace procedures
- 7 Serve wine**
- 7.1 Wine is presented in accordance with a passenger's order and workplace procedures
- 7.2 Wine is opened and checked for soundness in accordance with workplace procedures and regulatory requirements
- 7.3 Correct workplace procedures are followed if wine is refused after tasting
- 7.4 Wine is served and glasses refilled promptly and with minimal disruption in accordance with workplace procedures and regulatory requirements
- 7.5 Correct glassware is used when serving fortified wines in accordance with workplace procedures and standards

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, food hygiene, equal opportunity and anti-discrimination regulations
- Airline procedures and standards for the provision of wine service on an aircraft
- Principles of wine production and distribution including different wine styles, label terminology and interpretation
- Features and characteristics of a suitably wide selection of Australian and imported wines typically selected for in-flight wine lists on an aircraft, including major wine types, major grape varieties, major wine producers and wine producing areas of Australia and overseas, regional characteristics of Australian wines, style names, varieties and label terminology
- Basic rules to assist in the enjoyment of wine with food
- Compatibility of different wines to different food types
- Legislation and regulations concerning the serving of alcoholic beverages on an aircraft
- Risks that exist when providing wine service on an aircraft and related risk control procedures and precautions
- Problems that may occur when providing wine service on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when serving wine to aircraft passengers
- Read and interpret instructions, regulations, procedures and other information relevant to serving wine to aircraft passengers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to serving wine to aircraft passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when serving wine to aircraft passengers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when serving wine to aircraft passengers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when serving wine to aircraft passengers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when serving wine to aircraft passengers
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when serving wine to aircraft passengers

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Wine service may be provided: | <ul style="list-style-type: none"> • on any passenger-carrying aircraft type in commercial service • during short and/or long haul services • in economy, business class and first class service categories • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S regulations |
| Performance may be demonstrated: | <ul style="list-style-type: none"> • in an approved cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft |
| Advice and assistance provided to passengers to assist them in their choice of wine may include information on: | <ul style="list-style-type: none"> • wine types • style names, varieties, label terminology • basic rules to assist in the enjoyment of wine with food • other relevant wine quality criteria |
| Standard industry information used to discuss wine lists in terms of the wine areas of Australia and overseas may include: | <ul style="list-style-type: none"> • climate • soil types • grape varieties • production and maturation processes • notable producers |
| Legal requirement relating to liquor service may include but is not restricted to: | <ul style="list-style-type: none"> • prohibited sale of alcohol to minors • identification of, and refusal to serve, intoxicated persons and other excluded categories • advice to passengers on strengths of alcoholic beverages |
| Methods of monitoring the level of intoxication of passengers may include: | <ul style="list-style-type: none"> • observation of changes of behaviour • monitoring of noise levels • monitoring of drink orders |
| Persons consulted concerning beverage service may include: | <ul style="list-style-type: none"> • passengers • other cabin crew and flight crew members • catering staff • ground support staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |

RANGE STATEMENT

Information/documents may include:

- relevant regulatory requirements pertaining to the serving of alcoholic beverages on aircraft
- airline procedures and instructions and job specification
- airline wine service procedures checklists and procedures
- product and manufacturers information concerning the wines available from the in-flight wine menu
- appropriate reference books on Australian and overseas wines
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations/legislation may include:

- relevant regulatory requirements pertaining to the serving of alcoholic beverages on aircraft
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII2014B Provide transport services to passengers with special needs

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide appropriate, effective and courteous transport services to passengers with special needs in accordance with relevant government regulations, including identifying passengers with special needs; communicating effectively with the passengers; and providing appropriate assistance to them in both normal and emergency situations that may arise during their journey. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements, including manual handling procedures and other relevant OH&S procedures and regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed individually or in a team environment with guidance and advice available where necessary.

Work involves the application of customer service principles and procedures and relevant regulatory requirements to the provision of appropriate transport services to passengers with special needs across a variety of commercial transport contexts including both normal and emergency situations that may arise.

Services to passengers with special needs may include any required assistance and support prior to, during and post the journey.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify passengers with special needs	<p>1.1 Passengers with special needs are identified and appropriate action taken to ensure that relevant workplace procedures and regulatory requirements are followed</p> <p>1.2 If necessary, information on workplace policies and procedures and related regulatory requirements relevant to the special need concerned are accessed and interpreted</p> <p>1.3 Applicable OH&S principles, policies and procedures relevant to assisting passengers with special needs are identified, accessed and interpreted, in particular those related to manual handling principles</p>
2 Communicate effectively with the passenger(s) and/or relevant personnel	<p>2.1 Appropriate communication methods are selected and used to meet the requirements of the passengers with special needs</p> <p>2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style</p> <p>2.3 Effective listening skills are demonstrated</p> <p>2.4 Questions are used to gain appropriate information</p> <p>2.5 All communications with passengers and other relevant personnel such as carers, guardians, parents, escorts, medical staff, etc. are conducted in a manner which is consistent with the workplace procedures and policy</p> <p>2.6 Where relevant, passengers/escorts are briefed in accordance with relevant regulations</p>
3 Provide assistance to passengers with special needs	<p>3.1 Workplace procedures and relevant regulatory requirements are followed when providing transport services to passengers with special needs in both normal and emergency situations</p> <p>3.2 Individual customer needs and expectations are identified so that appropriate products and services may be provided in a consistent and timely manner</p> <p>3.3 Any limitations to service provision is identified, communicated to passengers and checked for understanding</p> <p>3.4 Appropriate equipment/resources are selected and used to assist passengers with special needs</p> <p>3.5 Anticipated problems are correctly identified and monitored, and action is taken to minimise their effect on customer safety and satisfaction</p> <p>3.6 Risks involved in providing transport services to passengers with special needs are identified and appropriate risk control precautions are adopted in accordance with workplace procedures and relevant regulatory requirements, including manual handling principles and procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant international, Australian and state/territory regulatory requirements pertaining to the provision of transport services to persons with special needs
- Relevant OH&S and environmental procedures and regulations
- Implications for customer service of various types of special needs
- Customer service procedures as they relate to passengers with special needs
- Relevant equal opportunity, privacy and anti-discrimination legislation
- Any special safety/security regulatory requirements and procedures pertaining to the various applicable categories of persons with special needs
- Duty of care responsibilities when providing transport services to passengers with various types of special needs
- Products, services and operations of the transport service concerned
- Fare structures (where relevant)
- Types of equipment/resources required to assist passengers with various types of special need
- Risks that exist when providing services to passengers with special needs and related risk control procedures and precautions
- Problems that may occur when providing transport services to passengers with special needs and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when providing transport services to passengers with special needs
- Interact appropriately with passengers with a range of special needs
- Read and interpret instructions, regulations, procedures and other information relevant to the provision of transport services to passengers with special needs
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of transport services to passengers with special needs
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing transport services to passengers with special needs
- Adapt appropriately to differences in the workplace, including cultural differences, modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing transport services to passengers with special needs

REQUIRED KNOWLEDGE AND SKILLS

- Implement contingency plans for unexpected events that may arise when providing transport services to passengers with special needs
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist when providing transport services to passengers with special needs
- Solve problems that might arise when providing transport services to passengers with special needs
- Monitor and anticipate operational problems, risks and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operation procedures
- Implement OH&S procedures and relevant regulations
- Identify, select and correctly use equipment required to provide transport services to passengers with special needs

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Passenger transport operation may be conducted: | <ul style="list-style-type: none"> • by day or night • in any allowable weather conditions |
| Passengers with special needs may include: | <ul style="list-style-type: none"> • children travelling alone or under supervision • pregnant women • nursing mothers • the elderly • persons with a physical and/or intellectual disability • prisoners being transported under escort • non-English speaking passengers • international visitors with special requirements • medical transports remaining on board aircraft/vehicle/rail carriage/vessel during transits • deportees, where applicable (who may require special handling i.e. no alcohol, passport retained by on-board manager, etc.) |
| Transport services may include: | <ul style="list-style-type: none"> • taxi and hire car services • tram, bus or coach services • rail services • domestic and international commercial maritime services • domestic and international commercial aviation services |
| Assistance to passengers with special needs may be provided in all customer service situations relevant to the transport mode concerned, including: | <ul style="list-style-type: none"> • when the passengers with special needs are officially in the care of the transport operator's staff • while on the transport vehicle, rail coach, vessel or aircraft • while at railway stations, airports, depots and terminals • while on the transport operator's property and premises • during emergency situations |
| Equipment/resources required to assist passengers with various types of special need may include: | <ul style="list-style-type: none"> • wheelchairs • transport carts • personal elevators • ramps • special restraints • bassinets and other relevant baby equipment • appropriate medical equipment • translators or text information in appropriate languages • amusement resources for children • identification tags (where relevant) |

RANGE STATEMENT

- | | |
|---|---|
| | <ul style="list-style-type: none">• restraining equipment where applicable for persons under police escort• other resources required to assist special needs passengers at time of embarkation, disembarkation or during the journey |
| Precautions and procedures to be applied when assisting special needs passengers may include: | <ul style="list-style-type: none">• manual handling principles and procedures as per regulatory requirements• equal opportunity principles and procedures as per regulatory requirements• security principles and procedures as per regulatory requirements• policies and procedures for assisting persons of non-English speaking background• safety-related regulatory requirements |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures |
| Information/documentation may include: | <ul style="list-style-type: none">• relevant regulatory requirements pertaining to the various transport contexts and categories of special needs concerned, including requirements of equal opportunity and anti-discrimination legislation• workplace instructions and procedures for the transport of passengers with specific types of special needs• safety and emergency procedures and regulatory requirements• customer requests• instructions from parents, guardians, carers, escorts, etc. where applicable• instructions from relevant authorities (dependent on context) such as medical staff, sheriff's office, security staff, airlines internal auditors, etc.• guidance materials on key regulatory requirements, such as manual handling procedures, equal opportunity, communicating with people of non-English speaking background, etc.• manufacturers instructions, specifications and recommended operating procedures for equipment needed to assist persons with various types of special needs• information on transport and terminal facilities available to passengers with various types of special need• induction and training materials |

RANGE STATEMENT

Applicable regulation and legislation may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- depending on the transport context concerned, relevant international, Australian and state/territory regulatory requirements pertaining to the provision of transport services to persons with special needs
- relevant state/territory OH&S legislation, including regulations pertaining to manual handling procedures
- relevant anti-discrimination legislation
- relevant state/territory equal opportunity legislation
- privacy legislation
- community care legislation related to the care of minors
- relevant consumer and trade practice legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service

AVII3002B Carry out food preparation and service on an aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to carry out food preparation and galley service on a commercial aircraft in accordance with relevant regulatory requirements, including preparing the galley for service; receiving, checking and storing required goods; checking and maintaining the galley; responding to breakdown in galley or cabin equipment; organising galley equipment ready for use; preparing and presenting food; and carrying out the required galley service. It also covers the skills and knowledge needed for cleaning the galley and equipment after food service, preparing the galley for landing and completing all required galley documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures and relevant regulations when carrying out food preparation and galley service on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare galley for service	<p>1.1 Galley equipment, bar carts and other applicable food service items are checked to ensure levels of stock and equipment are appropriate to the level of service and sector requirements</p> <p>1.2 Menus are checked against catering supplied and prepared for distribution where applicable</p> <p>1.3 Dry stores are checked for availability</p> <p>1.4 Tea and coffee making equipment and materials are prepared for service in accordance with regulatory requirements and workplace procedures and standards</p>
2 Receive, check and store goods	<p>2.1 Food and equipment are checked against passenger load figures and checklists</p> <p>2.2 Defects and shortages are identified and reported to the appropriate person/department in accordance with workplace procedures</p> <p>2.3 Non-exchange equipment is inspected for defects and appropriate action is taken if required</p> <p>2.4 Dry stores are received and stowed in accordance with regulatory requirements and workplace procedures</p> <p>2.5 Appropriate action is initiated/taken to minimise effect on service when problems with stock or equipment are identified</p>
3 Check and maintain galley	<p>3.1 Galley is inspected and maintained to ensure that it is clean, well lit and at the correct temperature</p> <p>3.2 Defects and problems with galley equipment are identified and reported in accordance with workplace procedures</p> <p>3.3 Catering checklist is used with required levels of speed and accuracy</p> <p>3.4 Foods and goods are correctly issued according to passengers' requests</p> <p>3.5 Security in the galley area is maintained in accordance with regulatory requirements and workplace procedures</p> <p>3.6 Familiarity with store area is maintained and used to enable smooth workflow</p> <p>3.7 Identified galley equipment irregularities and defects are followed up with relevant personnel in accordance with workplace procedures</p>
4 Respond to breakdown in galley or cabin equipment	<p>4.1 Breakdown in galley or cabin equipment is identified, recorded in the log of equipment failure and notified to a senior crew member in accordance with workplace procedures</p> <p>4.2 Appropriate strategy for dealing with the breakdown is formulated in conjunction with the pilot-in-command (PIC)</p>

ELEMENT

PERFORMANCE CRITERIA

- and/or other flight or cabin crew in accordance with workplace procedures
- 4.3 Where applicable, passengers are kept informed of the nature of the problem and the action being taken to deal with it in accordance with workplace procedures
- 4.4 Alternative action is taken as appropriate to maintain cabin service in accordance with the agreed strategy
- 5 Prepare equipment for use**
- 5.1 Equipment needed for service is checked for cleanliness and is prepared for use in accordance with workplace procedures and regulatory requirements for safety and hygiene
- 5.2 Carts and/or serving equipment are set up in accordance with workplace procedures for the relevant menus
- 6 Prepare and present food for service**
- 6.1 Food items are prepared in accordance with workplace procedures and recipes and regulatory requirements for food hygiene
- 6.2 Food for menu items is correctly identified
- 6.3 Oven temperatures are at appropriate levels and food is transferred at appropriate times in accordance with workplace procedures and recipes and regulatory requirements for food hygiene
- 6.4 Food is monitored to ensure the quality of food is in accordance with workplace procedures
- 6.5 Sufficient supplies of clean, undamaged crockery are available at temperatures appropriate to food being served
- 6.6 Food is portioned in accordance with workplace procedures, recipes, product and service standards
- 6.7 Food items are arranged and presented without drips or spills in accordance with regulatory requirements and workplace procedures
- 7 Carry out galley service**
- 7.1 Crew are advised when meal service is due to commence
- 7.2 Meal service operations are monitored and additional food is prepared as required
- 7.3 Work is completed effectively in conjunction with other crew members to ensure timely, quality service of food
- 7.4 Quality of food items is regularly monitored in accordance with workplace procedures and appropriate action is taken if required
- 7.5 Towels are prepared hygienically at the appropriate time and forwarded as required to cabin staff for service in accordance with regulatory requirements and workplace procedures
- 7.6 Galley operations are adjusted as required to meet service and operational requirements and contingencies in accordance with workplace procedures

ELEMENT

PERFORMANCE CRITERIA

8 Clean galley and equipment

- 8.1 Unused food items are returned to correct storage area in accordance with workplace procedures
- 8.2 Soiled and used linen and towels are collected, sorted and removed in accordance with workplace procedures and regulatory requirements
- 8.3 Appropriate cleaning materials are identified and selected in accordance with workplace procedures and regulatory requirements
- 8.4 Equipment is cleaned in accordance with workplace procedures, manufacturers instructions and regulatory requirements
- 8.5 Cleaning materials and equipment are correctly and safely stored in accordance with regulatory requirements and workplace procedures
- 8.6 Waste is identified and sorted in accordance with regulatory requirements and workplace procedures

9 Prepare galley for landing

- 9.1 Galley facilities and equipment are checked and secured for landing in accordance with workplace procedures and regulatory requirements
- 9.2 Stock levels are checked and additional stock ordered if required to meet passenger load requirements for the next sector
- 9.3 Appropriate action is taken to ensure that compliance with quarantine regulations is maintained
- 9.4 Non-exchange items are sorted and stored in accordance with workplace procedures
- 9.5 Feedback on galley service provided is sought from other crew members and any problems that may have been experienced are appropriately documented
- 9.6 Suggestions are made to supervisory personnel in accordance with workplace procedures on options for possible improvements to food service operations
- 9.7 Galley administrative and feedback documentation is completed and stored in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements
- Relevant OH&S, hygiene, quarantine and environmental procedures and regulations
- Principles of food preparation and galley service
- Airline standards for the food preparation and galley service
- Galley service procedures
- Relevant airline administrative procedures and related documentation
- Features of galley and equipment for various types of aircraft
- Menus and food presentation requirements for various classes of air travel service offered by airlines
- Procedures for cleaning galley and equipment and disposing of waste
- Risks that exist when carrying out food preparation and galley service and related risk control procedures and precautions
- Problems that may occur when carrying out food preparation and galley service and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when carrying out food preparation and service on an aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to food preparation and service on an aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to food preparation and service on an aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out food preparation and service on an aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when carrying out food preparation and service on an aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when carrying out food preparation and service on an aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out food preparation and service on an aircraft

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when carrying out food preparation and service on an aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Food preparation and galley service may be provided:	<ul style="list-style-type: none"> • on any aircraft type in commercial service • during short and/or long haul services • in any category of service, including economy, business and first class • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements, including OH&S and food hygiene regulations
Performance may be demonstrated:	<ul style="list-style-type: none"> • on an approved galley/cabin service simulator • in a suitably simulated work environment • on a passenger-carrying aircraft with galley/food preparation facilities
Persons consulted during galley operations may include:	<ul style="list-style-type: none"> • passengers • pilot-in-command (PIC) • other crew members • ground staff • catering staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to galley service and safety operations • regulations relevant to OH&S and food hygiene and preparation • airline procedures and instructions and job specification • food preparation procedures • pre-landing checklists and procedures • galley service checklists and procedures • galley equipment operational manuals • flight passenger schedules • passenger load figures and checklists • stock inventory and ordering documentation • galley cleaning checklists and procedures

RANGE STATEMENT

Applicable regulations and legislation may include:

- checklist and procedures for pre-landing galley operations
- manufacturers instructions for the use of cleaning equipment and materials
- galley administrative and feedback documentation
- meal menus
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to food service on aircraft
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to food service on aircraft
- Civil Aviation Act
- regulations relevant to food hygiene and preparation
- regulations relevant to handling of dangerous goods and cleaning materials
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII3005B Apply knowledge of the structure, products and services of the airline operator

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to develop and apply an understanding of the structure, products and services of the aviation industry overall, and more specifically a particular airline operator, when working in the aviation industry. It includes developing and applying an understanding of the structure of (a) the aviation and tourism industries, (b) the economic and social significance of aviation and tourism in Australia, and (c) the structure, markets and operations of a particular airline. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the development of a knowledge and understanding of the aviation/tourism industries, and airline structures, functions, products, services and operations and their application to the day-to-day operations of a commercial airline across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop and apply an understanding of the structure of the aviation and tourism industries	<p>1.1 Sources of information on the structures and functions of the Australian aviation and tourism industries are identified and accessed in accordance with workplace procedures</p> <p>1.2 An understanding of the broad structures of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work in the aviation industry</p> <p>1.3 An understanding of the sectors of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work</p> <p>1.4 The roles of individual airlines with the aviation industry are correctly identified and explained</p>
2 Develop and apply an understanding of the economic and social significance of aviation and tourism in Australia	<p>2.1 Sources of information on the economic and social significance of the aviation and tourism industries are identified and accessed in accordance with workplace procedures</p> <p>2.2 An understanding of the economic and social significance of the aviation and tourism industries is developed and appropriately applied to day-to-day work</p> <p>2.3 For a given airline, an understanding of the scope of its operations and the economic and social significance of its contribution to the aviation and tourism industries is developed and appropriately applied to day-to-day work</p>
3 Identify markets for a particular airline	<p>3.1 For a particular airline, the products and services offered by that airline for specific markets are correctly identified and explained</p> <p>3.2 An understanding of the characteristics of domestic and overseas markets served by Australian international, domestic, regional and charter airlines is developed and applied as appropriate to day-to-day work</p>
4 Develop and apply an understanding of the structure and operations of an airline	<p>4.1 Sources of information on the structures, history and functions of a particular airline are identified and accessed in accordance with workplace procedures</p> <p>4.2 An understanding of the structure and day-to-day operations of a particular airline is developed and applied to day-to-day work</p> <p>4.3 The history and operational culture of a particular airline are researched, explained and applied to day-to-day work</p> <p>4.4 An understanding of the importance of the principles of Crew Resource Management (CRM) and Human Factors (HF) is developed and applied to day-to-day work</p> <p>4.5 The ways in which aircrew work together as a team are correctly identified and explained</p>

ELEMENT

PERFORMANCE CRITERIA

4.6 An understanding of the employment conditions, benefits and responsibilities for relevant positions within an airline are developed and applied to day-to-day work

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles and philosophies underpinning the operation of the aviation industry
- Airline operational standards and procedures
- Broad structures of the Australian aviation and tourism industries
- The economic and social significance of the aviation and tourism industries
- Key sectors in the commercial aviation industry including international, domestic, regional and charter airline operations
- Airline administrative procedures
- Structures, history and functions of relevant airline(s)
- Crew Resource Management (CRM) principles
- Ways in which aircrew work together as a team in flight and on the ground
- Human Factors (HF) principles

Required skills:

- Communicate effectively with others when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Read and interpret instructions, regulations, procedures and other information relevant to applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when applying knowledge

REQUIRED KNOWLEDGE AND SKILLS

to the structure, products and services of the airline operation and the aviation and tourism industries in accordance with regulatory requirements and workplace procedures

- Monitor and anticipate operational problems and hazards and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Monitor work activities in terms of planned schedule of an airline operation
- Identify and correctly use equipment required when applying knowledge to the structure, products and services of the airline operator and aviation and tourism industries
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when applying knowledge of the structure, products and services of the airline operation and the aviation and tourism industries
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Implement OH&S procedures and relevant regulations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Application of knowledge and understanding of relevant aspects of the aviation and tourism industries may be provided:

- to any aircraft type in commercial service
- during short and/or long haul services
- in any category of service, including economy, business class and first class
- in any allowable operating and weather conditions
- in accordance with enterprise and operational requirements

Performance may be demonstrated on:

- an approved cabin service simulator
- a passenger-carrying aircraft
- a suitably simulated work environment

The required understanding of the structures of the Australian aviation and tourism industries may include:

- roles and functions of the various industry sectors
- services offered by each sector and major industry bodies
- nature of the relationships between different sectors in the two industries
- the features of the airline industry
- the challenges facing the airline and tourism industries and strategies used by airlines and enterprises to meet these challenges

Key sectors in the tourism industry may include:

- hospitality and accommodation
- entertainment
- transport
- ticketing
- call centres
- travel agencies

Key sectors in the commercial aviation industry cover international, domestic, regional and charter airline operations and may include:

- aircraft flight operations (flight and cabin service crew)
- aircraft maintenance
- aviation emergency services
- ground customer service staff (check-in, arrivals, transit, etc.)
- air traffic control
- baggage handling
- freight services
- aviation training
- ground support to aircraft
- airport management
- aircraft catering and resourcing
- security personnel

RANGE STATEMENT

Persons consulted may include:	<ul style="list-style-type: none">• aviation regulatory authorities• passengers• other cabin crew and flight crew members• ground staff• training staff• airline contractors• airline supervisors and managers
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• regulatory requirements of the Civil Aviation Safety Authority• other regulations relevant to airline operations• airline information on structure, history, policies and operations• industry information describing the structures and the economic and social significance of the aviation and tourism industries• job descriptions and work specifications for occupations within the aviation industry• Crew Resource Management (CRM) principles• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards• Human Factors (HF) principles
Applicable regulations/legislation may include:	<ul style="list-style-type: none">• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO)• relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders• Civil Aviation Act• relevant OH&S legislation• environmental protection legislation• relevant food handling and hygiene legislation• equal opportunity and anti-discrimination legislation• relevant customs and quarantine regulations• relevant trade practices and consumer affairs legislation• relevant Australian Standards• relevant taxation legislation (including GST) as it impacts

RANGE STATEMENT

- on airline functions and operations
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service

AVII3010B Carry out aircraft business/first class meal and beverage service

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide business/first class meal and beverage service on a commercial aircraft in accordance with regulatory requirements, including preparing for meal service; preparing, laying and setting tables; cleaning, preparing and displaying a mobile service unit; describing food and dishes to passengers; advising passengers on beverage selection; and plating and serving a range of foods from mobile service unit. It also includes the skills and knowledge required when working in cooperation with the galley operator; rectifying spillages, clearing and re-laying tables, re-setting a mobile service unit; and appropriately handling passenger complaints. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision usually within a team environment.

Work involves the application of passenger service principles and procedures, regulations, safety codes and protocols to the provision of meal and beverage service on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Prepare for meal service | 1.1 Food is prepared hygienically in accordance with workplace procedures and regulatory requirements
1.2 Equipment used in food preparation is maintained in a safe and hygienic condition at all times in accordance with workplace procedures and regulatory requirements
1.3 Equipment, implements and utensils are used in a safe manner throughout the preparation and serving of food or dishes
1.4 Work practices and methods of service adopted during meal service operations is in accordance with workplace procedures and standards, ensuring the safety of both staff and passengers
1.5 Menus/wine lists are sourced and consulted on to ensure product knowledge |
| 2 Prepare, lay and set tables | 2.1 Where applicable, tables are laid with appropriate cloths in accordance with workplace procedures and standards
2.2 Where applicable, tables are prepared to workplace standards, with the appropriate equipment and utensils for a given menu |
| 3 Clean, prepare and display mobile service unit | 3.1 Mobile service unit is checked to ensure that it is cleaned to workplace standards in preparation for service
3.2 Equipment is checked to ensure it is clean and positioned correctly on mobile service unit
3.3 Items for salad preparation and garnishing are prepared and displayed on mobile service unit in accordance with regulatory requirements and workplace procedures and standards
3.4 Mobile service unit is set up in accordance with regulatory requirements and workplace procedures and standards |
| 4 Describe food and dishes to passengers | 4.1 Dish names and specialities are explained to passengers
4.2 Where applicable, ingredients of dishes and preparation methods are correctly explained and shown to passengers to assist them in selecting dishes appropriately relative to their dietary requirements |
| 5 Advise passengers on beverage selection | 5.1 Appropriate advice is politely given to passengers to assist them in selection of beverages at the appropriate time
5.2 The level of intoxication of passengers is accurately assessed using a number of standard methods in accordance with workplace procedures and regulatory requirements
5.3 Legislative requirements concerning the serving of alcoholic beverages are followed when providing advice to passengers on beverages |
| 6 Plate and serve a range of foods from mobile | 6.1 Appropriate portions of foods are correctly positioned on plates in accordance with workplace procedures and standards prior to |

ELEMENT	PERFORMANCE CRITERIA
service unit	leaving the galley
	6.2 Appropriate accompaniments are selected to suit the passenger's choice of meal/beverage
	6.3 The choice of meal/beverage is presented to the passenger in accordance with regulatory requirements and workplace procedures and standards
	6.4 Mobile service unit is placed at an appropriate distance from the passenger
7 Work in cooperation with galley operator	7.1 Liaison with galley staff is established and maintained to ensure correct preparation, presentation and timing of meals and meal service to passengers is appropriately adjusted when necessary
	7.2 An appropriate relationship is established between the galley operator and cabin operators to ensure service is maintained correctly in accordance with regulatory requirements and workplace procedures and standards
8 Rectify spillages, clear and re-lay	8.1 Spillages are promptly identified and dealt with in accordance with workplace procedures and standards
	8.2 Spilt food/beverage is replaced when appropriate with minimum disruption to passengers and crew
	8.3 Debris is removed and linen changed safely and promptly after spillage
	8.4 Passengers' needs are attended to in a polite and friendly manner in accordance with workplace procedures and standards
	8.5 Tables are cleaned and re-laid where required promptly after the completion of meals ensuring minimum disruption to the passenger
9 Re-set mobile service unit	9.1 Mobile service unit is cleaned at the appropriate time in accordance with workplace procedures and standards
	9.2 Mobile service unit is re-set correctly with appropriate equipment
	9.3 Mobile service unit is re-stocked correctly with clean implements, utensils and linen in accordance with regulatory requirements and workplace procedures and standards
10 Handle passenger complaints	10.1 Compliments on service or meals are received promptly and in a courteous manner from passengers
	10.2 Passenger complaints are handled in a timely and courteous manner in accordance with workplace procedures and standards
	10.3 Passengers are promptly advised on the course of action that will be taken in response to their complaints
	10.4 Appropriate follow-up action is taken and passenger satisfaction is checked in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, hygiene and environmental procedures and regulations
- Principles of customer service
- Airline procedures and standards for providing a meal and beverage service on an aircraft
- Typical service flows within an aircraft food and beverage service environment
- Features and characteristics of various types and styles of food and beverages served in business/first class on commercial aircraft
- Hygiene and safety issues relevant to food and beverage service
- Legislation and regulations concerning the serving of alcoholic beverages on aircraft
- Risks that exist when providing a meal and beverage service on an aircraft and related risk control procedures and precautions
- Problems that may occur when providing a meal and beverage service on an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when carrying out aircraft business/first class meal and beverage service
- Read and interpret instructions, regulations, procedures and other information relevant to aircraft business/first class meal and beverage service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft business/first class meal and beverage service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out aircraft business/first class meal and beverage service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when carrying out aircraft business/first class meal and beverage service in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when carrying out aircraft business/first class meal and beverage service
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during aircraft business/first class meal and beverage service
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to carry out aircraft business/first class meal and beverage service

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Food and beverage service may be provided:	<ul style="list-style-type: none">• on relevant passenger-carrying aircraft types in commercial service• during short and/or long haul services• in business class and/or first class• in any allowable operating and weather conditions• in accordance with regulatory and operational requirements, including OH&S regulations
Performance may be demonstrated:	<ul style="list-style-type: none">• in an approved cabin service simulator• in a suitably simulated work environment• on a passenger-carrying aircraft
Advice in the selection of beverages may include but is not restricted to:	<ul style="list-style-type: none">• types of beverages available• service of beverages• restrictions on use of alcoholic beverages
Items for salad preparation and garnishing may include:	<ul style="list-style-type: none">• condiments• oils• vinegars• sauces• fruit• herbs
Legal requirement relating to liquor service may include but is not restricted to:	<ul style="list-style-type: none">• prohibited sale of alcohol to minors• identification of, and refusal to serve, intoxicated persons and other excluded categories• advice to passengers on strengths of alcoholic beverages
Methods of assessing the level of intoxication of passengers may include:	<ul style="list-style-type: none">• observations in changes of behaviour• monitoring noise levels• monitoring drink orders
Persons consulted may include:	<ul style="list-style-type: none">• passengers• galley staff• other cabin crew and flight crew members• catering staff• ground support staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures

RANGE STATEMENT

Information/documents may include:

- standard operating procedures
- relevant regulatory requirements pertaining to the serving of food and alcoholic/non-alcoholic beverages on aircraft
- airline procedures and instructions and job specification
- airline food and beverage service procedures checklists and procedures
- food and beverage service checklist
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant regulatory requirements pertaining to the serving of food and alcoholic/non-alcoholic beverages on aircraft
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII3011A Provide quality customer service

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to appreciate the importance of the customer and deliver high quality customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Work is performed under some supervision usually within a team environment.

It involves the application of customer service principles and procedures, regulations, safety codes and protocols to the provision of a range of customer services for passengers on commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and assess the needs and expectations of customers	<p>1.1 Different types of customers are accurately identified according to age, personality and cultural background</p> <p>1.2 Individual customer needs and expectations are correctly identified and products and services appropriate to those needs and expectations are provided</p>
2 Deliver high quality service	<p>2.1 Customers are greeted in a polite and friendly manner</p> <p>2.2 Trust, goodwill and satisfaction are developed through appropriate communication strategies</p> <p>2.3 Customer requests are met whenever possible and within reasonable limits</p> <p>2.4 Customer service is delivered in a manner that is appropriate to customer's cultural/religious background</p> <p>2.5 Customer dissatisfaction is promptly recognised and necessary action to resolve the problem is taken</p> <p>2.6 Potential problems are anticipated and action is taken to minimise the effect on customer satisfaction</p> <p>2.7 Opportunities to enhance the delivery of quality customer service are identified and appropriate actions, such as offers of assistance, building of rapport, and intuitive identification of unstated customer needs, are implemented</p> <p>2.8 Non-verbal communication is used appropriately</p>
3 Deal with difficult customer situations	<p>3.1 Customer complaints are handled sensitively, courteously and discretely in accordance with workplace procedures and in a manner that is appropriate to the customer's cultural background</p> <p>3.2 The nature and details of the customer's complaints are established and agreed upon</p> <p>3.3 Action to resolve the customer's complaint to their satisfaction is taken whenever possible and within the appropriate level of responsibility</p> <p>3.4 Unresolved customer complaints are referred to a higher authority</p> <p>3.5 All associated documentation is accurately and legibly completed in accordance with workplace procedures</p>
4 Provide service to customers with special needs	<p>4.1 Customers with special needs are promptly and discretely identified</p> <p>4.2 Customers are informed of special services and amenities appropriate to their needs</p> <p>4.3 Service is appropriately adjusted according to the needs of the customer</p> <p>4.4 Unaccompanied minors are provided with extra service</p>

ELEMENT

PERFORMANCE CRITERIA

5 Provide service to customers with physical disabilities

appropriate to their needs according to company policy

- 5.1 Customers with physical disabilities are identified and appropriately responded to
- 5.2 Customers are informed of special services and amenities appropriate to their needs
- 5.3 Service is appropriately adjusted according to the physical needs of the customer and may include special services including moving, feeding and toileting

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to check-in and customer service procedures
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Airline structure, products, services, policies and procedures
- Importance of customer service to airline and to individual crew responsibility
- Airline standards, principles and philosophies for providing quality customer service to passengers
- Needs and expectations of different types of customers, including internal and external customers
- Customer service records/documentation
- Appropriate service for customers with physical disabilities and special needs
- Cabin features and amenities for various types of aircraft
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- Problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- Complaint handling procedures

Required skills:

- Communicate effectively with others when providing customer service
- Read and interpret instructions, regulations, procedures and other information relevant to customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to customer service and aircraft passengers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing customer service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing customer service in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when providing customer

REQUIRED KNOWLEDGE AND SKILLS

service

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing customer service
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when providing customer service

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer services may be provided:	<ul style="list-style-type: none"> • by day or night • on international, domestic and regional flights or at airports • at a boarding gate, baggage check-in, service desk or valet service check-in • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise and operational requirements
Customers may include:	<ul style="list-style-type: none"> • internal and external customers • passengers • unaccompanied minors • customers with babies or small children • customers with a range of disabilities, including hearing or sight impairment • customers with special dietary and other needs • non-English speaking customers • customers with a range of cultural and religious backgrounds • elderly customers
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport
Problems during customer service may include:	<ul style="list-style-type: none"> • no record of the passenger's claimed booking • delayed or cancelled flight • passenger or staff illness
Persons consulted may include:	<ul style="list-style-type: none"> • other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents may	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

include:

- Aviation Orders relevant to passenger check-in processes
- airline check-in checklists, procedures and instructions and job specifications including both manual and computerised processes where applicable
- workplace customer service standards, policies and procedures
- lists of items prohibited for carriage on aircraft
- customer service and other operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- dangerous goods and hazardous substances codes and regulations
- relevant customs and quarantine regulations
- relevant Australian standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII4012B Manage aircraft passengers and cargo

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage aircraft passengers and cargo, including pre-flight briefing, management of passenger safety and comfort during flight, and providing aid and assistance to passengers during an emergency. It also includes the skills and knowledge required to calculate and safely manage an aircraft's cargo (where applicable), including acceptance, handling, labelling, loading, securing and unloading the cargo. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; and aircraft management principles, safety codes and protocols relevant when managing aircraft passengers and cargo.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage passengers during normal operations	<p>1.1 Passengers are briefed on safety, normal and emergency procedures before flight in accordance with regulatory requirements, orders and operations manual</p> <p>1.2 Passenger safety, comfort and well-being is provided for in accordance with regulatory requirements and workplace procedures</p> <p>1.3 Passengers are managed on the ground and in the air in accordance with regulatory requirements, orders and operations manual</p>
2 Manage passengers during an abnormal or emergency situation	<p>2.1 Passengers are warned of potential hazardous conditions and emergencies during flight and related safety and emergency procedures in accordance with regulatory requirements, orders and operations manual</p> <p>2.2 In the event of an emergency, passengers are advised of nature of emergency and the procedures and precautions to be followed</p> <p>2.3 Clear communication is established and maintained with passengers</p> <p>2.4 Passengers are managed during the emergency in accordance with regulatory requirements and workplace procedures</p>
3 Manage cargo	<p>3.1 Cargo is managed in accordance with regulatory requirements and workplace procedures</p> <p>3.2 Cargo calculations are completed in accordance with workplace procedures and regulatory requirements</p> <p>3.3 Dangerous goods are identified and procedures applied to ensure safety and security of people and cargo</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the briefing of passengers and the management of passengers and cargoes including dangerous goods (DG) where applicable
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of good customer service
- Policies and procedures for passenger safety before, during and after flight
- Responsibilities and authority of a pilot in command
- Applicable emergency procedures
- Regulatory requirements and workplace procedures for briefing passengers
- Procedures for accepting, managing and calculating aircraft cargo including dangerous goods
- Hazards that may arise during a flight and related action that should be taken to alert passengers and advise them of precautionary measures
- Problems that may occur when managing aircraft passengers and cargoes and appropriate action that should be taken in each case
- Security requirements

Required skills:

- Understand and anticipate the needs of passengers
- Brief passengers on safety and emergency procedures before a flight in accordance with regulatory requirements, orders and operations manual
- Ensure that passengers are aware of hazardous conditions and emergencies during flight and related safety and emergency procedures
- Aid and assist passengers appropriately during an emergency
- Organise first aid when required during an in-flight emergency
- Operate emergency equipment applicable to flight
- Calculate and manage aircraft cargo (where required)
- Accept, manage, safely handle, load and unload aircraft cargo (where required)
- Use loading and cargo securing devices
- Maintain compliance with regulatory requirements
- Communicate effectively with others when managing aircraft passengers and cargo
- Read and interpret instructions, regulations, procedures and other information relevant to the management of aircraft passengers and cargo

REQUIRED KNOWLEDGE AND SKILLS

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of aircraft passengers and cargo
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing aircraft passengers and cargo
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing aircraft passengers and cargo in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing aircraft passengers and cargo
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing aircraft passengers and cargo
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing aircraft passengers and cargo

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Tasks may be undertaken in:
- variable weather conditions in accordance with Day Visual Flight Rules
 - VMC with simulated IMC
 - IMC
- Performance may be demonstrated in:
- single engine aircraft
 - multi engine aircraft
 - synthetic training device
 - variable air traffic conditions
 - variable flight situations
 - abnormal situations
 - classes of airspace as designated by the Civil Aviation Safety Authority
- Aircraft may include:
- fixed wing
 - helicopters
 - commercial balloons
 - other commercial or military aircraft
- Crew may include:
- single pilot
 - multi crew
- Limitations may be imposed by:
- local noise abatement requirements and curfews
 - airspace endorsements
- Classes of airspace may be:
- as designated by the regulator
 - restricted and danger areas
 - military control zones
 - Air Defence Identification Zones
- Briefings must include:
- briefing passengers on details of the flight
 - explaining precautions to avoid interference with flight controls
 - briefing the location of emergency exits
 - explaining smoking requirements
 - demonstrating the secure stowage of hand luggage
 - demonstrating the use of flotation devices where applicable
 - explaining operation of doors and escape hatches
 - demonstrating the securing and release of seat belts and/or safety harnesses
 - demonstrating the use of oxygen equipment if applicable

RANGE STATEMENT

	<ul style="list-style-type: none">• demonstrating the use of safety equipment• briefing passengers on emergency procedures on the ground and in the air• aiding and assisting passengers• demonstrating the use of fresh air vents• demonstrating the position of airsickness bags• exercising control of passengers on the ground and in the aircraft• managing passengers in an emergency• controlling the cabin temperature• identifying and labelling of cargo• conducting cargo calculations including weight, balance and deck loading• identifying dangerous goods and applying dangerous goods procedures• determining and applying safety and security requirements• managing the load planning and the storage, loading, handling, securing, unloading and security of the cargo• implementing decisions for carriage or non-carriage and management of load
Procedures for calculating and managing cargo (where applicable) may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the briefing and management of passengers and the management and calculation of aircraft cargoes• in Defence context, relevant Defence Orders and Instructions• IATA regulations related to air cargo• instructions for cargo securing devices and handling equipment• Cargo Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Dangerous Goods Manual• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals
Information/documents may include:	

RANGE STATEMENT

- Applicable regulations and legislation may include:
- approved passenger safety checklists
 - approved checklists and guidelines, including checklists for special cargo such as perishable cargo, dangerous goods, fragile items, live freight, etc.
 - aircraft cargo documentation
 - aircraft passenger documentation
 - workplace procedures and instructions and job specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - IATA cargo regulations
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards
- Performance includes tolerances specified in either of:
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
 - relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field I - Customer Service

AVII4013A Supervise cabin operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required for effective preparation for and management of onboard aircraft operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities.

Work is performed under some supervision usually within a team environment.

It involves the application of customer service principles and procedures, regulations, safety codes and protocols to the provision of a range of services on commercial aircraft flights across a variety of operational contexts within the Australian Aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and prepare for flight	1.1 Liaison with customer service manager is undertaken and departure tasks are confirmed according to airline procedures and crew development needs
2 Supervise cabin service and resources	2.1 The standard of cabin service is monitored throughout the flight according to airline standards 2.2 Crew members are assisted with prioritisation of workload 2.3 Consultation with customer service manager and crew is undertaken to determine improvements in efficiency and service levels 2.4 Aircraft stores and supplies are managed to achieve a cost effective result for the airline, while maintaining high quality customer service 2.5 Operational difficulties and problems are anticipated and resolved
3 Use and maintain aircraft cabin equipment	3.1 Cabin equipment is used in accordance with manufacturers instructions and airline procedures 3.2 Faults are accurately diagnosed and promptly reported according to airline procedures
4 Complete administrative requirements	4.1 All necessary administrative documentation is completed at the appropriate time according to airline procedures and regulatory requirements 4.2 Input regarding operational requirements is provided to appropriate personnel as per airline procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to cabin operations
- Relevant OH&S regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Airline structure, products, policies, procedures and service standards
- Cabin product and service procedures
- Importance of customer service to airline and to individual crew responsibility
- Airline standards, principles and philosophies for providing quality customer service to passengers
- Relevant airline divisional business plans
- Needs and expectations of different types of customers, including internal and external customers
- Customer service records/documentation
- Appropriate service to customers with a range of disabilities and special needs
- Cabin features and amenities for various types of aircraft
- Features, amenities and departure gate locations of terminals at designated airports
- Risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- Problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- Complaint handling procedures
- Service quality and continuous improvement principles

Required skills:

- Communicate effectively with others when providing leadership and supervising cabin operations
- Read and interpret instructions, regulations, procedures and other information relevant to cabin operations and customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to supervising cabin operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when supervising cabin operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour,

REQUIRED KNOWLEDGE AND SKILLS

communication and interactions with others

- Promptly report and/or rectify any identified problems that may occur when supervising cabin operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising cabin operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when supervising cabin operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when supervising cabin operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Supervision of cabin operations may be provided:	<ul style="list-style-type: none"> • by day or night • on international, domestic and regional flights or at airports • for both short and/or long haul services • in any category of service, including economy, business class, first class • in accordance with enterprise and operational requirements
Customers may include:	<ul style="list-style-type: none"> • internal and external customers • passengers • unaccompanied minors • customers with babies or small children • customers with a range of disabilities, including hearing and sight impairment • customers with special dietary and other needs • non-English speaking customers • customers with a range of cultural and religious backgrounds • elderly customers
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport
Problems during supervision of cabin operations may include:	<ul style="list-style-type: none"> • delayed or cancelled flight • faulty equipment • use of technical devices • passenger or staff illness
Persons consulted may include:	<ul style="list-style-type: none"> • other cabin crew and flight crew members • ground staff • catering staff • aircraft resourcing staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • local instructions
Information/documents may	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

include:

Aviation Orders relevant to cabin operations

- airline boarding manifests, procedures and instructions and job specifications including both manual and computerised processes where applicable
- workplace supervision and customer service standards, policies and procedures
- lists of items prohibited for carriage on aircraft
- cabin operations, customer service and other operational manuals
- emergency procedures
- flight passenger schedules
- information on terminal facilities, club lounges and departure gates
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- Cabin Crew Feedback Form

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVII4015A Monitor and enhance customer service excellence

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to organise, monitor and enhance the levels of customer service within an airline. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be must be carried out in accordance with workplace standards and procedures for the provision of customer service.

Work is performed under limited supervision. It involves the application and monitoring of enhanced customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Deliver excellence in customer service	<p>1.1 Customer service expectations are consistently exceeded</p> <p>1.2 Quality, safety, resource and delivery standards are consistently met</p> <p>1.3 Airline records are maintained accurately in accordance with airline systems and procedures</p>
2 Monitor and adjust customer service performance	<p>2.1 Customer service performance standards are monitored and reviewed using a range of systems and techniques</p> <p>2.2 Appropriate adjustments to ensure customer satisfaction is maintained are made decisively and promptly and as an accurate reflection of company procedures</p> <p>2.3 Resource requirement changes are organised in advance wherever and whenever possible in accordance with company procedures</p> <p>2.4 Negative impact events and factors are promptly identified and actions are taken to minimise effect and prevent recurrence</p> <p>2.5 Peer coaching and mentoring support is provided to assist colleagues to meet and enhance company customer service standards</p>
3 Seek information from customers and staff	<p>3.1 Regular feedback on service quality is sought and obtained from internal and external customers using a variety of data collection methods</p> <p>3.2 Devising improved methods for ensuring service excellence is encouraged among customers and colleagues</p> <p>3.3 Customer and colleague feedback is acknowledged and followed up as appropriate</p>
4 Develop approaches to enhance customer service	<p>4.1 Initiatives to enhance the quality of customer service are identified and forwarded to appropriate personnel</p> <p>4.2 Reasons for exchanging customer service performance information are communicated clearly with colleagues</p> <p>4.3 Participation in the development of new approaches/initiatives to customer service is undertaken</p>
5 Encourage staff to take responsibility for customer service problems	<p>5.1 Coaching and support is provided to assist colleagues in handling difficult customer situations</p> <p>5.2 Responsibility for service delivery and customer satisfaction is assumed</p> <p>5.3 Opportunities for improving customer relationships are discussed among the whole team and constructive suggestions are made</p> <p>5.4 Appropriate responses are made to colleagues' suggestions in a timely manner</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant duty of care responsibilities
- Relevant OH&S and environmental procedures and regulations
- Airline company structure, products, services, policies and procedures
- Airline company customer service principles and philosophies
- Leadership principles
- Workplace procedures relevant to work activities
- Customer service, quality and continuous improvement principles, policies and procedures
- Feedback and coaching techniques
- Resource management (human and financial)
- Legal issues that relate to quality service management
- Types of operations carried out in the workplace concerned
- Sources of information and documentation needed for workplace operations

Required skills:

- Communicate effectively with others when monitoring and enhancing customer service excellence, including the use of telephone techniques, public speaking system and other communication devices
- Effectively use interpersonal skills
- Effectively handle customer queries and complaints
- Read and interpret instructions, procedures, information and labels relevant to the provision of customer service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring and enhancing of customer service excellence
- Write simple reports and records of inquiries
- Work collaboratively with others when monitoring and enhancing customer service excellence
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring and enhancing customer service excellence, in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when monitoring and enhancing service excellence

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S and security procedures according to relevant regulations
- Identify and correctly use equipment required when monitoring and enhancing customer service excellence

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Customer service is provided: | <ul style="list-style-type: none"> • in all areas of both ground operations and service and flight operations. This includes the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials, passengers and various forms of freight |
| Workplace activities may be conducted: | <ul style="list-style-type: none"> • by day or night • in any weather conditions |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Requirements for work may include: | <ul style="list-style-type: none"> • site restrictions and procedures • relevant domestic and international regulations • security procedures • communications equipment • hours of operation • authorities and permits • use of safety and personal protective equipment |
| Consultative processes may involve: | <ul style="list-style-type: none"> • existing and potential customers/clients • other employees and supervisors • suppliers • manufacturers • relevant authorities • management • union representatives • OH&S specialists • other maintenance, professional or technical staff |
| Communications systems may involve: | <ul style="list-style-type: none"> • face-to-face conversation • telephone • fax • email • electronic data transfer of information (EDI) • mail • personal announcement systems (PA) |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • workplace procedures • organisational procedures • established procedures |

RANGE STATEMENT

Documentation/records may include:

- workplace procedures and customer service standards
- job specifications
- operations manuals and instructions
- induction documentation
- competency standards and training materials
- manufacturers specifications, instructions and advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- relevant Australian and international regulations, codes, standards and certification requirements
- OH&S procedures
- quality assurance procedures
- emergency procedures
- customer service manuals
- continuous improvement processes
- relevant state/territory and international regulations, codes and procedures
- relevant Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant anti-discrimination legislation
- relevant privacy and confidentiality legislation
- relevant freedom of information requirements

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service

AVIJ2001B Contribute to the achievement of on-time performance standards

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to contribute to the achievement of on-time performance standards during preparations for the departure of a commercial aircraft flight, including contributing to on-time performance through efficiency and effectiveness in work activities, identifying and minimising potential causes of delays to flight departure, and taking appropriate action in the event of unavoidable delays. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, regulations, safety codes and protocols when contributing to the achievement of on-time performance standards across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Contribute to on-time performance	<p>1.1 Procedures and checklists to facilitate on-time performance are closely followed when carrying out work activities</p> <p>1.2 Work activities in preparation for flight departure are commenced on time and are conducted efficiently and effectively in accordance with workplace procedures</p> <p>1.3 Appropriate assistance is provided to others to overcome problems and to enable the achievement of on-time performance targets</p>
2 Identify and minimise potential causes of delays	<p>2.1 Potential causes of delays to flight departure arising within area of responsibility are promptly identified and communicated to relevant personnel</p> <p>2.2 Safe action to minimise or eliminate potential causes of delays is determined and taken in conjunction with other relevant staff in accordance with workplace procedures</p> <p>2.3 Supervisors and other relevant staff are advised of any potential problems and any action taken to address them and/or avoid potential delays</p>
3 Take action in the event of unavoidable delays	<p>3.1 Where delays in preparation for flight departure have been unavoidably experienced, appropriate safe action is taken in conjunction with other staff to make up the lost time and thereby enable the on-time departure of the aircraft if possible</p> <p>3.2 Action being taken to make up lost time due to unavoidable problems is communicated to passengers, supervisors and other relevant staff in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Pertinent sections of relevant regulations
- Relevant OH&S and environmental protection regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service and on-time performance
- Workplace standards for on-time performance
- Roles and responsibilities of staff involved in the achievement of on-time performance standards
- Procedures for relevant workplace activities carried out in preparation for flight departure
- Potential causes of delays that may occur when preparing for aircraft departure and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when contributing to the achievement of on-time performance standards
- Read and interpret instructions, regulations, procedures and other information relevant to the achievement of on-time performance standards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the achievement of on-time performance standards
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when contributing to the achievement of on-time performance standards
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when contributing to the achievement of on-time performance standards in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when contributing to the achievement of on-time performance standards
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when contributing to the achievement of on-time performance standards
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when contributing to the achievement of on-time performance standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work activities in preparation for aircraft departure may be carried out:	<ul style="list-style-type: none"> • for any commercial aircraft flight • during short and/or long haul services • in any allowable operating and weather conditions • in accordance with enterprise and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in approved simulated work conditions • at an operational airport
Potential causes of flight delays may include:	<ul style="list-style-type: none"> • delays in commencing check-in operations • malfunctioning check-in systems • power failure at the airport • staff shortages due to illness or other reasons • aircraft malfunction • delays in cleaning and preparing aircraft • security alert • late arrival of connecting aircraft • late passengers or passengers who have missed flight • unruly behaviour or disturbance amongst passengers • accidental double booking • airport emergency • passengers with excess baggage or oversize/weight cabin baggage • delays in loading baggage • delays in catering/resourcing services for the aircraft
Action to overcome delays may include:	<ul style="list-style-type: none"> • accessing additional staff • accelerating other pre-departure activities • assisting other staff as required • developing and implementing appropriate strategies to overcome/minimise delays
Persons consulted may include:	<ul style="list-style-type: none"> • passengers • other crew members • other ground support staff • catering staff • aircraft resourcing staff • baggage handling staff • supervisors and managers • technical staff

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to workplace activities
- workplace procedures and instructions and job specifications
- work activity checklists and procedures
- workplace customer service standards, policies and procedures
- relevant operational manuals
- emergency procedures
- flight passenger schedules
- manufacturers instruction relevant to the servicing and operation of equipment used in work activities in preparation for flight departure
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant OH&S legislation
- environmental protection legislation
- relevant food handling and hygiene legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field J - Quality

AVIJ4002B Conduct quality control operations related to refuelling_defuelling aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct quality control operations related to refuelling/defuelling aircraft, including taking samples from dispensers/fuellers, conducting a visual check of fuel samples, testing membrane filtration (millepore sampling) and measuring pressure differential on filter vessels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of quality control procedures and regulatory requirements to the conduct of quality control operations related to refuelling/defuelling aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct dispenser sampling processes	1.1 Fuel samples are taken from the dispenser for visual testing at the commencement of daily operations and during fuelling operations in accordance with workplace procedures and regulatory requirements
2 Conduct fueller sampling processes	2.1 Fuel samples are taken from the fueller for visual testing at the commencement of daily operations and during fuelling operations in accordance with workplace procedures and regulatory requirements 2.2 Additional samples are taken from the fueller after defuelling operations, vehicle washing, maintenance and heavy rain
3 Conduct visual check of fuel samples	3.1 Fuel sample is inspected and the colour correctly identified and interpreted to determine the grade of fuel in accordance with workplace procedures and established colour criteria 3.2 Sample is correctly inspected for free water and dirt particles in accordance with workplace procedures and established manual or automated processes 3.3 Water detector capsules are correctly used to check for suspended water in accordance with manufacturers instructions and workplace procedures 3.4 Results of visual checks are recorded/reported in accordance with workplace procedures and regulatory requirements
4 Test membrane filtration (millepore sampling)	4.1 Hydrant dispenser vehicle is correctly positioned at the test rig and interlocked/chocked in accordance with workplace procedures 4.2 Fuellers are correctly tested independent of the test rig by circulating product through the delivery hose back to tank to achieve required flow rates 4.3 Bonding leads are attached in accordance with workplace procedures 4.4 In the case of fuellers/dispensers, the delivery hoses are connected to achieve a flow rate of at least 50% of rated flow of filter 4.5 In the case of a hydrant dispenser, lanyard is connected to the pit valve and inlet hose is correctly connected in accordance with workplace procedures 4.6 Colorimetric capsule is loaded in accordance with manufacturers instructions and workplace procedures (Note: for gravimetric testing and microbiological testing [black millepore] capsules are generally pre-loaded in a laboratory) 4.7 Checks are made to ensure capsule is correctly located in the housing with the millepore monitor inlet facing upstream

ELEMENT

PERFORMANCE CRITERIA

- 4.8 Apparatus is correctly connected to filter outlet millepore sample connection or nozzle millepore sample point
- 4.9 Pressure and flow rate are adjusted to workplace specifications
- 4.10 Apparatus is flushed
- 4.11 In case of monthly calorimetric test, sample is drawn
- 4.12 In case of three-monthly gravimetric and microbiological tests, initial sample is drawn for gravimetric test then gravimetric capsule is replaced with microbiological capsule and another sample drawn in accordance with workplace procedures
- 4.13 Apparatus is disconnected and capsule is removed
- 4.14 Gravimetric and microbiological samples are labelled and despatched to laboratory in accordance with workplace procedures
- 4.15 Colorimetric assessment is conducted in accordance with manufacturers instructions and workplace procedures
- 4.16 Results of tests are documented in accordance with workplace procedures and regulatory requirements

5Measure pressure differential on filter vessels

- 5.1 Gauge is checked in accordance with manufacturers instructions and workplace procedures
- 5.2 Flow through vessel into aircraft or test rig is started in accordance with workplace procedures
- 5.3 Pressure differential at maximum flow rate obtained is read
- 5.4 Results are analysed and recorded in accordance with workplace procedures and regulatory requirements
- 5.5 In situations where the differential pressure exceeds filter manufacturers recommended differential pressure, at flow rates above 50% of the maximum rated flow of the filter vessel, the situation is to be reported immediately to supervisor in accordance with workplace procedures and regulatory requirements for investigation

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations pertaining to quality control processes carried out when refuelling/defuelling aircraft
- Relevant OH&S and environmental procedures and regulations
- Knowledge of quality control principles and processes as they apply to aircraft fuelling/defuelling operations
- Workplace procedures for conducting various quality control operations related to refuelling/defuelling aircraft
- Manufacturers instructions for equipment used in quality control processes
- Risks that exist when conducting quality control operations during the refuelling/defuelling of aircraft and related risk control procedures and precautions
- Problems that may occur when conducting quality control operations during the refuelling/defuelling of aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when conducting quality control operations related to refuelling/defuelling aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to quality control operations related to refuelling/defuelling aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to quality control operations related to refuelling/defuelling aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting quality control operations related to refuelling/defuelling aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting quality control operations related to refuelling/defuelling aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting quality control operations related to refuelling/defuelling aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting quality control operations related to refuelling/defuelling aircraft

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when conducting quality control operations related to refuelling/defuelling aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sampling and quality control operations may be carried out:	<ul style="list-style-type: none">• for any aircraft types• at major or minor airports• in any allowable operating and weather conditions• in accordance with regulatory and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none">• in approved simulated quality control processes• during quality control operations during the refuelling/defuelling of aircraft at an airport
Quality control processes may include:	<ul style="list-style-type: none">• dispenser sampling• fueller sampling• visual checks of fuel samples• membrane filtration tests (millepore sampling)• measurement of pressure differential on filter vessels
Personal protection equipment may include:	<ul style="list-style-type: none">• gloves• safety headwear and footwear• hearing protection• safety glasses• mask or respirator• safety vest• high visibility clothing• approved uniform
Hazards may include:	<ul style="list-style-type: none">• sparks and other forms of ignition• contamination of, or from, materials being handled• spill, leakages, ruptures• fuel vapours• other vehicles on tarmac• jet blast• rotating propellers• hazardous or dangerous materials• noise• dust
Hazard management is:	<ul style="list-style-type: none">• consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Persons consulted during quality	<ul style="list-style-type: none">• aircrew

RANGE STATEMENT

control operations may include:

- airline engineers or representatives
- other refuelling staff
- supervisors and managers
- ground support staff
- technical staff

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to quality control operations when refuelling/defuelling aircraft
- IATA Guidelines for Aviation Fuel Quality Control and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
- OH&S and environmental protection regulations
- workplace procedures and instructions and job specification
- quality control process checklists
- emergency procedures
- flight schedules
- manufacturers specifications and instructions for the quality control equipment
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- IATA Guidelines for Aviation Fuel Quality Control and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
- Australian Dangerous Goods Code (ADG Code)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	J - Quality
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AVIL2001B Manage a check-in queue

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage a check-in queue, including organising the queue, combing the queue for passengers requiring urgent service, identifying and moving passengers to the front of the queue whose flights are about to start boarding, providing information to passengers in the queue and responding to queries from queue members. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with relevant workplace procedures.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures and protocols to manage check-in queues across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise queue	<p>1.1 Queue is organised using appropriate signage, barriers and other resources in accordance with workplace procedures</p> <p>1.2 Any breaches of queue protocol are identified and appropriate action is taken to courteously advise the passengers concerned of the correct procedures to be followed</p> <p>1.3 Progress of the queue is monitored and appropriate action is taken to adjust servicing resources and/or reorganise queue in situations where the queue becomes excessively long/short or requires reorganisation due to late boarding passengers</p>
2 Comb queue for passengers requiring urgent or express service	<p>2.1 Queue is combed at appropriate times to identify passengers who have priority need for rapid check-in in accordance with workplace procedures</p> <p>2.2 Passengers identified as having priority needs for check-in are moved to the head of the queue</p> <p>2.3 Passengers without baggage are directed to proceed to express check-in or the gate customer service desk</p> <p>2.4 Appropriate explanations are provided to other passengers in the queue of the reasons for the priority service</p>
3 Provide information/special assistance to passengers in queue	<p>3.1 Passengers are provided with relevant information on queuing arrangements and boarding progress using public address systems and other communication systems in accordance with workplace procedures</p> <p>3.2 Where appropriate, information is provided to individual passengers on matters relevant to their check-in</p> <p>3.3 Passengers are given appropriate information on delays and cancelled or re-organised flight progress using public address systems and other communication systems in accordance with workplace procedures</p> <p>3.4 Passengers that require special assistance, such as the elderly, families with infants or people with disabilities, are identified</p>
4 Respond to queries from queue members	<p>4.1 Queries from passengers in a queue are courteously received and interpreted in accordance with workplace customer service standards</p> <p>4.2 Appropriate responses are given to passenger enquiries in accordance with workplace procedures</p> <p>4.3 Where a response cannot be immediately provided, the query is referred to an appropriate supervisor or other staff for appropriate action</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S procedures and regulations
- Relevant equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline standards and procedures for managing a check-in queue
- Workplace procedures for providing appropriate assistance and advice to passengers awaiting check-in for an aircraft flight
- Resources and equipment used during queue management
- Risks that exist when communicating with passengers during check-in procedures and related risk control procedures and precautions
- Problems that may occur when communicating with passengers during check-in procedures and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when managing a check-in queue
- Read and interpret instructions, regulations, procedures and other information relevant to a check-in queue
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a check-in queue
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing a check-in queue
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing a check-in queue in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing a check-in queue
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing a check-in queue
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing a check-in queue

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Queue management may be conducted:	<ul style="list-style-type: none"> • at international, domestic and regional airports • for both short and/or long haul services • in any category of service, including economy, business class, first class and airline club • in accordance with enterprise and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an appropriately simulated workplace situation • at an operational airport
Queuing resources may include:	<ul style="list-style-type: none"> • signs • fixed barriers • portable barriers • queuing carpets • public address systems • two-way radios and mobile phones
Persons consulted may include:	<ul style="list-style-type: none"> • passengers • other crew members • ground staff • catering staff • aircraft resourcing staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to check-in operations • airline procedures and instructions and job specifications • emergency procedures • flight passenger schedules • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • relevant OH&S legislation

RANGE STATEMENT

- equal opportunity and anti-discrimination legislation
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	L - Resource Management
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AVIL3002B Complete aircraft despatch duties

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to complete despatch duties for a commercial aircraft flight, including providing appropriate assistance to passengers with special needs, boarding passengers, resolving boarding problems, communicating with cabin/customer service manager and command pilot/captain, processing all required paperwork and despatching the aircraft in accordance with workplace procedures and regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational principles and procedures, regulations, safety codes and protocols to the completion of aircraft despatch duties across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide assistance to passengers with special needs	<p>1.1 Special needs passengers are identified and their boarding passes checked and processed in accordance with workplace procedures</p> <p>1.2 Special needs passengers are assisted to board the aircraft in accordance with workplace procedures and relevant regulatory requirements</p>
2 Board passengers	<p>2.1 Upon the boarding announcement, passengers are greeted at the gate and their boarding passes either checked manually, or fed into the automated reader</p> <p>2.2 If using manual processes, the passenger's details are added to the passenger list and loading sheet and their boarding pass processed and returned in accordance with workplace procedures</p> <p>2.3 If using computerised processes, the passenger's boarding pass is returned, upon confirmation</p> <p>2.4 In the event of a problem with the boarding pass, appropriate action is taken in consultation with the passenger to resolve the problem</p> <p>2.5 If a problem with a boarding pass cannot be readily resolved, the passenger is referred to appropriate customer service staff</p> <p>2.6 Passengers' cabin baggage is monitored for size and weight and, where necessary, checked with the aid of the cabin baggage size gauge</p> <p>2.7 Where cabin baggage is found to be oversize/overweight, the passenger is courteously advised that it must be carried in the hold and arrangements are made to have it appropriately tagged and transferred to the baggage handling section</p> <p>2.8 Passengers are directed to the aircraft via the aerobridge/aircraft stairs dependent on type of aircraft and airport facility</p>
3 Communicate with cabin/customer service manager and command pilot/captain	<p>3.1 Appropriate communications are maintained with the cabin/customer service manager on the aircraft to facilitate smooth and timely boarding of passengers</p> <p>3.2 Printouts or manually-completed passenger list, manifest, load sheet and special meals list are provided to the cabin/customer service manager on the aircraft in accordance with workplace procedures</p> <p>3.3 Once the provisional load sheet has been signed by the command pilot/captain, a copy is retained in accordance with workplace procedures</p>
4 Despatch aircraft	<p>4.1 Upon closing of aircraft door, authority is given to retract the aerobridge/stairs, where applicable</p>

ELEMENT

PERFORMANCE CRITERIA

4.2 Copies of passenger list and load sheet are processed/filed in accordance with workplace procedures and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service
- Airline's on-time performance standards
- Workplace standards and procedures for the completion of aircraft despatch duties
- Procedures for assisting passengers with special needs
- Policies and procedures concerning oversize/overweight cabin baggage
- Risks that exist when completing aircraft despatch duties and related risk control procedures and precautions
- Problems that may occur when completing aircraft despatch duties and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when completing aircraft despatch duties
- Read and interpret instructions, regulations, procedures and other information relevant to aircraft despatch duties
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft despatch duties
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing aircraft despatch duties
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when completing aircraft despatch duties in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when completing aircraft despatch duties
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when completing aircraft despatch duties
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when completing aircraft despatch duties

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft despatch operations may be completed:	<ul style="list-style-type: none"> • on any aircraft type in commercial service • for domestic and international flights • for short and/or long haul services • in any allowable operating and weather conditions • in accordance with enterprise and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an approved simulated aircraft despatch situation • during the despatch of a passenger-carrying aircraft
Problems during the despatch of an aircraft may include:	<ul style="list-style-type: none"> • failed-to-board passengers • seating problem such as non-notified seat changes or an accidental double booking • crew rest seat no longer available • need to wait for passengers from a connecting flight • passengers who have lost their boarding pass • passengers with oversize/overweight cabin baggage • malfunctioning aircraft • cancellation of flight • security alert
Special needs passengers may include:	<ul style="list-style-type: none"> • children travelling alone or under supervision • pregnant women • nursing mothers • the elderly • persons with a physical and/or intellectual disability • prisoners being transported under escort • non-English speaking passengers
Equipment/resources required to assist passengers with various types of special need may include:	<ul style="list-style-type: none"> • wheelchairs • transport carts • personal elevators • ramps • special restraints • bassinets and other relevant baby equipment • appropriate medical equipment • translators or text information in appropriate languages • identification tags (where relevant)
Persons consulted during the despatch of an aircraft may	<ul style="list-style-type: none"> • passengers • customer service manager on the aircraft

RANGE STATEMENT

include:

- command pilot/captain
- other cabin crew and flight crew members
- ground support staff
- baggage handling staff
- aircraft resourcing staff
- supervisors and managers
- technical staff

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to the completion of aircraft despatch duties
- workplace procedures and instructions and job specification
- passenger list/manifest and aircraft load sheet
- special meals list
- emergency procedures
- flight passenger schedules
- manufacturers instructions for equipment used during aircraft dispatch operations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the despatch of aircraft
- relevant OH&S legislation
- environmental protection legislation
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field L - Resource Management

AVIL3003B Plan an aircraft load

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan an aircraft load in accordance with OH&S and other relevant regulatory requirements, including gathering data on the aircraft load, reviewing and analysing data, preparing load sheet/plan, and completing and processing required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant IATA, CASA and other regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and relevant regulations to the planning of an aircraft load across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1 Gather data on the aircraft load | 1.1 Data required to plan an aircraft load is collected using appropriate techniques and technology in accordance with workplace procedures and regulatory requirements
1.2 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements |
| 2 Review and analyse data | 2.1 Collected data is reviewed using manual and/or computer techniques in accordance with workplace procedures and regulatory requirements
2.2 Analysis of data includes appropriate consideration of aircraft destination, time, weather, duration of flight, mix of load, aircraft fuel weight and other relevant parameters |
| 3 Prepare load sheet/plan | 3.1 An appropriate load sheet/plan is prepared using manual and/or computerised techniques for the aircraft concerned in accordance with workplace procedures, aircraft loading manual and relevant regulatory requirements
3.2 Prepared load sheet/plan provides for due consideration of aircraft trim and balance requirements in accordance with the relevant aircraft loading manual |
| 4 Complete and process required documentation | 4.1 Relevant documentation is prepared and signed in accordance with workplace procedures and regulatory requirements
4.2 Documentation is processed and despatched to relevant personnel in accordance with workplace procedures, local airport instructions and relevant regulatory requirements |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory requirements pertaining to the transport of dangerous goods by air
- Relevant OH&S and environmental procedures and regulations
- Safety principles for the planning of an aircraft load
- Characteristics and ways of identifying various types of dangerous goods
- Workplace procedures for the planning of an aircraft load
- Documentation requirements for the transport of appropriate dangerous goods by air
- Risks that exist when carrying out planning of an aircraft load and related risk control procedures and precautions
- Problems that may occur when carrying out planning of an aircraft load and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when planning an aircraft load
- Read and interpret instructions, regulations, procedures and other information relevant to an aircraft load
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to an aircraft load
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning an aircraft load
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when planning an aircraft load in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when planning an aircraft load
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when planning an aircraft load
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard

REQUIRED KNOWLEDGE AND SKILLS

operating procedures

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when planning an aircraft load

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Planning of an aircraft load may be carried out: | <ul style="list-style-type: none">• in any allowable operating and weather conditions• at freight depots, terminals and airports• in relation to any aircraft types in service in Australia on domestic and international flights• accordance with regulatory and workplace requirements |
| Performance may be demonstrated: | <ul style="list-style-type: none">• in appropriately simulated air freight acceptance situations• in an operational air freight acceptance situation at an airport |
| Types of freight may include but are not limited to: | <ul style="list-style-type: none">• general freight• loose freight• allowable dangerous goods• perishable goods• fragile goods• live freight• passengers baggage• valuables• mail/express• diplomatic• human remains |
| Persons consulted during acceptance of freight for air transport may include: | <ul style="list-style-type: none">• customers• other members of the work team(s)• supervisors and managers• flight crew• dangerous goods experts and advisors• perishable goods experts and advisors• experts and advisors on the transport of animals and livestock• experts on other special categories of air freight• technical staff |
| Personal protection equipment may include but is not limited to: | <ul style="list-style-type: none">• gloves• safety footwear• safety glasses• mask or respirator (where applicable)• high visibility clothing• hearing protection• sun protection |

RANGE STATEMENT

Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- spill, leakages, ruptures
- dust/vapours

Hazard management is:

- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- Civil Aviation Safety Regulations relevant to the planning of an aircraft load
- relevant IATA regulations
- NOTOC, for load notification to aircraft captain
- manifests
- weight and balance documentation
- fuel dockets
- load instruction reports
- workplace checklists for the planning of an aircraft load
- cold chain checklists and guidelines for the air transport of perishable goods
- emergency procedures
- flight schedules
- local instructions
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- Australian and international regulations and codes of practice for the transport of dangerous goods by air
- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the planning of an aircraft load
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the planning of an aircraft load
- Civil Aviation Act
- local instructions
- relevant OH&S legislation

RANGE STATEMENT

- environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field L - Resource Management

AVIL3004B Assess pavement concessions

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to assess pavement concessions, including receiving and evaluating request for pavement concession, conducting an analysis of overload significance, and communicating and documenting the outcomes of the pavement concession request. Required performance includes compliance with all relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of relevant principles, regulations, protocols and procedures to assess requests for pavement concessions as part of commercial activities across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Receive a request for pavement concession	<p>1.1 Request for a pavement concession for a specific airport is received from an aircraft operator and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Airport pavement classification number for the airport concerned is established through reference to the En Route Supplement Australia (ERSA)</p>
2 Evaluate a request for pavement concession	<p>2.1 Specifications for the aircraft concerned are accessed and interpreted to establish the aircraft classification number</p> <p>2.2 A comparison is made between the airport pavement classification number and the aircraft classification number</p> <p>2.3 Where the aircraft classification number is less than or equal to airport pavement classification number, the pavement concession is issued</p> <p>2.4 Where the aircraft classification number is more than the airport pavement classification number a more detailed analysis of overload significance is carried out in accordance with workplace procedures and regulatory requirements</p>
3 Conduct an analysis of overload significance	<p>3.1 Relevant information required for an assessment of overload significance of the pavement concession request is obtained from relevant sources</p> <p>3.2 Reference is made to the pavement concession manual to conduct an assessment of the overload significance</p> <p>3.3 The potential impact of the pavement overload is established and an appropriate decision is made to either issue a concession, decline a concession or issue a conditional concession in accordance with workplace procedures and regulatory requirements</p>
4 Communicate outcomes of a pavement concession request	<p>4.1 The outcomes of the decision on a pavement concession request is communicated to the aircraft operator in accordance with workplace procedures and regulatory requirements</p> <p>4.2 In the case of a conditional concession being issued, details of the applicable conditions are communicated to the operator in accordance with workplace procedures and regulatory requirements</p>
5 Document the outcomes of a pavement concession request	<p>5.1 The outcomes of the decision on a pavement concession request, including details of any applicable conditions, is documented in accordance with workplace procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders (i.e. Cars 89 1, Schedule 10)
- Relevant OH&S and environmental procedures and regulations
- Aerodrome operating procedures
- Procedures for assessing a request for a pavement concession
- Aircraft specifications
- Relevant sections of ERSA pertaining to the assessment of requests for pavement concessions
- Safety hazards and risks that exist when assessing requests for pavement concessions and related risk control procedures and precautions
- Problems that may occur when assessing requests for pavement concessions and action that should be taken in each case

Required skills:

- Communicate effectively with others when assessing pavement concessions
- Read and interpret instructions, regulations, procedures and other information relevant to assessing pavement concessions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to assessing pavement concessions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when assessing pavement concessions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when assessing pavement concessions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when assessing pavement concessions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when assessing pavement concessions
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

REQUIRED KNOWLEDGE AND SKILLS

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when assessing pavement concessions

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Requests for pavement concessions may need to be considered for operations that may occur:	<ul style="list-style-type: none"> • by day or by night • in any weather conditions
Aerodromes may include:	<ul style="list-style-type: none"> • licensed aerodromes • unlicensed aerodromes
Relevant information required for an assessment of overload significance of a pavement concession request may include but is not limited to:	<ul style="list-style-type: none"> • aircraft weight • aircraft tyre pressure • time of air craft arrival • frequency of aircraft operations at the airport concerned • pavement temperature at the airport concerned
Conditions on a concession may include but are not limited to:	<ul style="list-style-type: none"> • turning on a particular node • following specified routes when taxiing at the airport concerned • operating on lower tyre pressures • operating and parking in restricted areas of the airport concerned
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the issuing of pavement concessions • aerodrome manuals • workplace operating procedures manuals • Manual of Standards - Aerodromes (previously Rules and Practices for Aerodromes [RPA]) • En Route Supplement Australia (ERSA) • manufacturers specifications for specified aircraft • regular public transport (RPT) routes and timetables • induction and training materials
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Act (1988) and Civil Aviation Regulations and Orders (i.e. CAR 89 I, Schedule 10) • Manual of Standards - Aerodromes (previously Rules and

RANGE STATEMENT

Practices for Aerodromes [RPA])

- applicable state/territory and commonwealth regulations concerning:
- OH&S
- workplace relations
- workers compensation
- environmental protection
- equal opportunity

Unit Sector(s)

Not applicable.

Competency field

Competency Field	L - Resource Management
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AVIM5001A Operate a simulator

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a simulator including safe operation, pre-operation planning, simulation activity control, post-operation activity and administration. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit has application for the safe operation of simulators in the workplace.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Apply simulation operations safety	1.1 Access and egress to simulator is conducted in accordance with workplace procedures 1.2 Safety and emergency procedures are communicated and actioned as required 1.3 Simulator serviceability is monitored in accordance with workplace procedures 1.4 Simulation sickness effects are communicated in accordance with workplace procedures 1.5 Simulation sickness effects are treated in accordance with workplace procedures 1.6 Workplace safety communications are followed in accordance with workplace procedures
2 Conduct pre-operation planning	2.1 Appropriate simulation equipment is selected 2.2 Simulation equipment is employed 2.3 Operating manuals are used to support work practices 2.4 Simulation data is accessed to suit work practices, in accordance with workplace procedures 2.5 Simulation data is manipulated to suit work requirements, in accordance with workplace procedures 2.6 Simulation data is saved in accordance with workplace procedures 2.7 Simulation data is stored to suit work requirements, in accordance with workplace procedures
3 Control a simulation activity	3.1 Liaison with relevant personnel is conducted to determine simulation activity requirements 3.2 Simulation activity plan is developed in accordance with activity requirements 3.3 Simulation activity is commenced 3.4 Communication with simulation activity participants is maintained 3.5 Abnormal/unusual conditions are monitored and addressed 3.6 Variations to activity conditions are made as requested/required 3.7 Activity is ceased in accordance with simulation activity plan
4 Perform post-operation activities	4.1 Simulation results are saved in accordance with workplace procedures 4.2 Activity participants are debriefed as required 4.3 Simulator faults are recorded in accordance with workplace procedures 4.4 Simulation equipment is refurbished/maintained in accordance

ELEMENT

PERFORMANCE CRITERIA

with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and environmental procedures and regulations applicable to simulation operations and personnel safety
- Broad knowledge of the application of simulation and synthetic activities including live, virtual and constructive (LVC) simulations
- Broad knowledge of information communication technology within the simulation and synthetic environment
- Established procedures applicable to simulation operations
- Abnormal conditions, including hardware, software and equipment malfunction/failure and poor/unusual participant performance
- The effects of simulation sickness
- Functions of single-user, multi-user and distributed user operating systems
- Documentation production and safe storage
- Basic database management

Required skills:

- Read, comprehend and interpret written technical English
- Select and employ simulation equipment
- Apply fine physical motor skills
- Coordinate activities that involve a range of complex tasks
- Create and store documents using information communication technology
- Coordinate information communication technology related activities
- Demonstrate briefing/debriefing skills

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - communicating safety and emergency procedures
 - communicating simulation sickness effects
 - manipulating, saving and storing simulation data in accordance with workplace procedures
 - monitoring and addressing abnormal/unusual conditions
 - recording simulator faults
 - refurbishing/maintaining simulator equipment in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-----------------------------------|--|
| Access and egress may include: | <ul style="list-style-type: none"> • appropriate and safe entry to simulator in accordance with organisation's OH&S and security policies • appropriate and safe exit methodologies from simulators • interpretation of signage, safety warnings and simulator status • monitoring access of visitors to simulator and providing safety/security briefs as required |
| Simulator may include | <ul style="list-style-type: none"> • full motion simulator • flight training device • synthetic training device • virtual reality training system • single, multiple or team operator simulator • simulator • part-task simulator • desktop simulator • operating system • associated simulator computer hardware and software |
| Workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • standard operating procedures • manufacturers guidelines • established procedures • workplace instructions |
| Motion system may include: | <ul style="list-style-type: none"> • a system that provides motion cues, where fitted, and associated safety practices • system safety requirements • location and operation of emergency stop buttons, and resetting of buttons |
| Safety and emergency may include: | <ul style="list-style-type: none"> • simulation sickness • equipment malfunction/failure • smoke or overheat warnings • emergency communication • loading stops • motion stops |
| Safety and emergency procedures | <ul style="list-style-type: none"> • established procedures |

RANGE STATEMENT

may include:

- industry safe practice

Monitoring simulator
serviceability may include:

- ensuring device is maintained to a level satisfactory to comply with organisational requirements
- recording issues which may arise during the course of routine equipment operation
- submission of routine maintenance documentation

Simulation sickness may include:

- visuomotor dysfunctions
- mental disorientation
- nausea including vomiting
- other symptoms such as drowsiness, fatigue, and headache

Workplace communications may
include:

- interpersonal communications
- messages received via simulator/simulated communications
- on-screen messages
- written reports
- phone
- radio
- other information communication technology means (e.g. email, SMS, blogs, text message, facsimile)

Information communication
technology equipment may
include:

- visual display units
- lesson planning and other off-line preparation stations
- electronic communication devices (e.g. desktops, laptops, notebooks, PDAs, cameras, visual monitoring systems)

Pre-operation planning may
include:

- use of pre-operation planning tools
- development of simulation activity plan
- discussion

Appropriate simulation equipment
may include:

- computer software subclass
- software applications
- synthetic environment software (e.g. SETHI)
- gaming software
- digital insertion devices
- compact discs
- universal serial bus devices
- access database
- web based database
- storage strategy within an organisation's databases
- personnel equipment (e.g. hearing protection, eye protection, clothing, footwear)

Simulation activities may include:

- scenarios
- pre-planned training sorties

RANGE STATEMENT

- Operating manuals may include:
 - pre-planned training operations
 - manufacturer information manuals
 - organisation operations manuals
 - drop-down menus within software applications
 - a system troubleshooting capability
- Accessed may include:
 - downloading from database
 - opening applications, directories and files
 - inserting a digital storage device
- Work practices may include:
 - operations conducted by training staff
 - operations conducted by simulator operators
 - scenarios utilised to support a simulated activity
- Data may include:
 - scenario content
 - representations of facts, concepts and instructions
- Saved may include:
 - information sent to storage within an organisation's database
 - information sent to storage within an internal hard drive
 - information sent to storage within an external hard drive
- Stored may include:
 - information retained within an organisation's database
 - information retained within an internal hard drive
 - information retained within an external hard drive
- Relevant personnel may include:
 - Instructional staff
 - coaching staff
 - experienced personnel
 - subject matter experts (e.g. pilots, aircrew)
 - technical staff
 - trainees
 - other simulator operators
- Simulation activity plan may include:
 - written or electronic variable or set scenarios
 - guidance and control within a range of pre-programmed characteristics
 - information which may be saved on a digital storage device
 - a pre-programmed range of variables
 - programming of entities into a simulator activity
 - geophysical conditions
- Abnormal/unusual conditions may include:
 - hardware malfunction/failure
 - software malfunction/failure
 - simulation sickness
 - poor/unusual participant performance
 - personnel equipment malfunction/failure

RANGE STATEMENT

Variations to activity conditions may include:

- changes made in response to a training need
- changes made in response to a strategic requirement

Debrief may include:

- providing feedback to relevant personnel on conclusion of simulator activity
- providing feedback to relevant organisational authorities
- providing feedback to manufacturers, contracted suppliers, and contracted maintainers

Unit Sector(s)

Not applicable.

Competency field

Competency Field

M - Training and Assessment

AVIM5002A Conduct aeronautical knowledge training

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan, conduct and review aeronautical knowledge training for flight crew. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles and regulations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan training	<p>1.1 Trainee's readiness for training is confirmed</p> <p>1.2 Training objectives, including Threat and Error Management, training plan and other appropriate training resources are identified</p> <p>1.3 Lesson and delivery method appropriate to training objectives are planned</p> <p>1.4 Assessment procedures are specified</p> <p>1.5 Theory training with flight training lessons are appropriately scheduled and integrated</p> <p>1.6 Availability of facilities, equipment, training aids and reference materials is confirmed</p>
2 Conduct knowledge training	<p>2.1 Learning environment and motivation suitable to trainee characteristics is established</p> <p>2.2 Materials are presented</p> <p>2.3 Training objectives are stated</p> <p>2.4 Lesson plan is followed and modified where applicable to achieve training objectives and transfer of knowledge</p> <p>2.5 New knowledge to previous knowledge is linked and presented within a meaningful and logical framework</p> <p>2.6 Training aids are used to illustrate and enhance explanations</p> <p>2.7 Accurate technical knowledge is presented clearly and to the required standard</p> <p>2.8 Opportunities for trainee participation and practice are provided</p> <p>2.9 Applicable Threat and Error Management issues are discussed</p> <p>2.10 Trainees ability to apply Threat and Error Management principles to the material presented is confirmed</p> <p>2.11 Achievement of training objectives is confirmed by questioning, review and other suitable methods</p> <p>2.12 Feedback on trainee performance is provided</p> <p>2.13 Trainee self-assessment skills are developed</p> <p>2.14 Training objectives are completed in the time available</p> <p>2.15 Training is conducted effectively and safely</p>
3 Review training	<p>3.1 Training objectives and transfer of knowledge are achieved</p> <p>3.2 Training delivery and effectiveness using self-assessment, peers and supervisors is reviewed</p> <p>3.3 Records of assessment and progress of trainee are maintained and reviewed in accordance with established workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation
- Adult learning principles
- Fundamentals of instructing, questioning, engaging and motivating learners
- Effective use of a course of training, curricula/syllabus and lesson plans
- Training and assessment standards
- Debriefing and feedback techniques
- Principles of flight
- Crew Resource Management (CRM) principles
- Scenario-based training and its advantages in aeronautical knowledge training
- Risk management principles applicable to emergency procedure simulations in flight
- Operational concept of Threat and Error Management in relation to flight training in terms of:
 - managing threats
 - managing errors
 - managing undesired aircraft state
- Suitable procedures for developing trainee Threat and Error Management skills
- Task prioritisation system to assist the development of trainee task management skills in terms of:
 - aircraft control
 - navigation
 - communication
- Suitable procedures for making decisions in-flight and for developing trainee decision making skills
- How goal fixation affects good decision making
- Three types of stress likely to affect trainee performance and methods of assisting trainees to cope with stress:
 - physical
 - physiological
 - psychological

REQUIRED KNOWLEDGE AND SKILLS

Required skills:

- Communicate effectively with others when conducting aeronautical knowledge training
- Assess learning and performance
- Evaluate instructional effectiveness
- Manage an environment that fosters learning and performance
- Demonstrate flight instructor role modelling
- Apply Crew Resource Management (CRM) skills applicable to flight training and the role of the instructor in assisting the trainee to develop these skills
- Apply situational awareness and methods of developing and monitoring trainee situational awareness skills in terms of:
 - monitoring current environmental factors
 - evaluating their possible effects on the flight
 - anticipating the need for alternative actions
- Read and interpret instructions, regulations, procedures and other information relevant to aeronautical knowledge training
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aeronautical knowledge training
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting aeronautical knowledge training in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during aeronautical knowledge training
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct aeronautical knowledge training

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- developing an appropriate training plan that includes Threat and Error Management
- conducting training effectively and safely and meeting the training objectives
- achieving transfer of knowledge and training objectives
- maintaining and reviewing assessment records and trainee progress

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| The instructor will deliver training to: | <ul style="list-style-type: none"> • persons undertaking aeronautical knowledge or flight training for the issue of a flight crew licence, rating, endorsement or category |
| Lessons will present: | <ul style="list-style-type: none"> • aeronautical knowledge required for the units and elements of competency applicable to the Civil Aviation Safety Authority licence, rating, or Defence category being sought |
| The training environment includes: | <ul style="list-style-type: none"> • suitable classroom • briefing facilities • training aids |
| Training is delivered in accordance with: | <ul style="list-style-type: none"> • appropriate and documented lesson plans |
| Training resources may include: | <ul style="list-style-type: none"> • audio visual aids • aircraft models • synthetic training devices • regulatory publications • aircraft and operations manuals |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • standard operating procedures • manufacturers guidelines • established procedures • workplace instructions |
| Information/documents may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to aeronautical knowledge training • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • relevant sections of the Civil Aviation Advisory Publications (CAAP) • charts |

RANGE STATEMENT

- Applicable regulations and legislation may include:
- operations manuals
 - approved checklists
 - workplace procedures and instructions and job specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards
- Training outcomes are reviewed as applicable to:
- the needs of the trainee and against the standards specified for the issue of the licence, rating, endorsement or category

Unit Sector(s)

Not applicable.

Competency field

Competency Field M - Training and Assessment

AVIM5003A Conduct flight training

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan, conduct and review flight training in an aircraft or approved flight simulator. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements; and aircraft control principles and regulations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan flight training	<p>1.1 Trainee's records are reviewed, including confirmation of appropriate pre-requisite training and performance</p> <p>1.2 Training objectives based on performance/assessment are identified in accordance with workplace procedures</p> <p>1.3 An appropriate lesson plan is developed and/or reviewed, including remedial training if required</p> <p>1.4 Potential threats and errors are identified, including those associated with simulation of abnormal or emergency procedures or aircraft mishandling by trainee, and suitable countermeasures are planned</p> <p>1.5 Availability of suitable flight training resources is confirmed</p> <p>1.6 Suitability of environmental conditions is determined</p>
2 Conduct pre-flight briefing	<p>2.1 Trainee's mental and physical preparation for flight training is confirmed</p> <p>2.2 Trainee's underpinning knowledge required for the flight exercise is checked</p> <p>2.3 Trainee is briefed on the training objectives, performance/assessment criteria and the actions required during the flight</p> <p>2.4 Trainee is briefed on how the flight will be conducted to meet the training objectives</p> <p>2.5 Threat and Error Management issues applicable to the proposed flight are discussed and trainee's responsibility for managing relevant Threat and Error Management issues (airmanship) is confirmed</p> <p>2.6 Trainee's understanding of the training objectives, underpinning knowledge, handling techniques and planned flight scenario is confirmed</p>
3 Conduct airborne training	<p>3.1 Hand-over/take-over procedures for control of aircraft are implemented</p> <p>3.2 Complex tasks are introduced in manageable segments</p> <p>3.3 Segmented tasks are integrated progressively in accordance with established workplace procedures</p> <p>3.4 Instructions are provided in a clear, concise and timely manner</p> <p>3.5 Coordinated control inputs are made using accepted techniques</p> <p>3.6 Manoeuvres are performed to specified standards utilising appropriate instructional techniques</p> <p>3.7 Trainee is provided with sufficient practice</p> <p>3.8 Interventions are made where appropriate to assist trainee's progress or to maintain flight safety</p>

ELEMENT	PERFORMANCE CRITERIA
4 Manage trainee performance	<p>3.9 Trainee's cognitive load is assessed, monitored and managed</p> <p>4.1 Trainee's strengths and development needs are identified</p> <p>4.2 Feedback is provided to assist trainee in achieving the required standard</p> <p>4.3 Additional instruction and demonstration as necessary to assist trainee is provided and is varied accordingly</p> <p>4.4 Trainee is encouraged to develop self-assessment skills</p> <p>4.5 Trainee's aviation skills are developed</p> <p>4.6 Training events are recorded for debriefing and assessment where required</p>
5 Manage the flight	<p>5.1 Responsibilities as Pilot-in-command (PIC) are managed for the safe operation of the aircraft</p> <p>5.2 Situational awareness is maintained while providing instruction</p> <p>5.3 Threats and errors are identified and managed</p> <p>5.4 Intervention to recover the aircraft is applied if an undesired aircraft state is not managed by trainee</p> <p>5.5 Crew Resource Management (CRM) principles are applied</p>
6 Conduct post-flight actions	<p>6.1 Trainee's achievement against the training objectives for the lesson and associated performance criteria is assessed</p> <p>6.2 Significant details of trainee's performance are clearly and accurately debriefed</p> <p>6.3 Threat and Error Management issues encountered during the flight are discussed</p> <p>6.4 Trainee is briefed on the details of the next training event</p> <p>6.5 Results for the flight are recorded and post-flight administration is completed in accordance with workplace procedures</p> <p>6.6 Relevant staff are kept informed about trainee's progress</p>
7 Review training	<p>7.1 Training effectiveness is evaluated with relevant stakeholders</p> <p>7.2 Final session outcomes are evaluated against desired session outcomes</p> <p>7.3 Review and reflection on instructional performance is conducted</p> <p>7.4 Adjustments to delivery, presentation and content of training are identified and incorporated where appropriate</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Instruction, questioning, engaging and motivating learners
- Performing and learning complex skills including cognitive and developmental issues and observational learning
- Cognitive basis of airmanship, situational awareness, captaincy, prioritisation, load shedding and decision making
- Rate of learning, enforced automaticity and the foundations of expertise
- Instructor professionalism including interpersonal skills, implications of being a role-model, self-reflection and self-managed professional development
- Effective use of a course of training, curricula/syllabus and lesson plans
- Training and assessment standards
- Debriefing and feedback techniques
- Transfer of control (hand-over/take-over or follow-through) drills and procedures
- Principles of flight
- Crew Resource Management (CRM) principles
- Techniques for introducing tasks in manageable segments to avoid overloading a trainee and principles for integrating task segments
- Appropriate use of scenario-based training in flight instruction
- Application of risk management principles to emergency procedure simulations in flight
- Checklists for single pilot or multi-crew operations as applicable
- Common student errors and suggested suitable remedial instruction
- Operational concept of Threat and Error Management in relation to flight training in terms of:
 - managing threats
 - managing errors
 - managing undesired aircraft state
- Procedures and strategies for developing trainee Threat and Error Management skills
- Task prioritisation system to assist the development of trainee task management skills in terms of:
 - aircraft control
 - navigation

REQUIRED KNOWLEDGE AND SKILLS

- communication
- Suitable procedures for making decisions in-flight and for developing trainee decision making skills
- Goal fixation effects on good decision making
- Three types of stress likely to affect trainee performance and methods of assisting trainees to cope with stress:
- physical
- physiological
- psychological
- Requirements for completing relevant documentation
- Principles, purpose and location of controls, monitoring devices, and systems
- Procedures to be followed in the event of an emergency

Required skills:

- Demonstrate procedures and manoeuvres to the required skill level while giving effective flight instruction
- Demonstrate effective briefing and de-briefing skills to a representative range of trainees
- Demonstrate appropriate level of responsibility for student progress and welfare
- Communicate effectively with others when conducting flight training
- Conduct timely assessment of learning and performance
- Evaluate instructional effectiveness and develop strategies for continuous improvement
- Readily identify errors in the performance of flight manoeuvres and suggest a variety of effective strategies for improvement
- Manage an environment that fosters learning
- Demonstrate flight instructor role modelling
- Apply Crew Resource Management (CRM) skills applicable to flight training and the role of the instructor in assisting the trainee to develop these skills
- Maintain levels of situational awareness and methods of developing and monitoring trainee situational awareness skills in terms of:
- monitoring current environmental factors
- evaluating their possible effects on the flight
- anticipating the need for alternative actions
- Read and interpret instructions, regulations, procedures and other information relevant to flight training
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to flight training
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly identify, report and/or rectify any problems that may occur when conducting flight training in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during flight training
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct flight training

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- developing an appropriate lesson plan based on performance/assessment of training objectives
- identifying potential threats and errors, including those associated with simulation of abnormal or emergency procedures or aircraft mishandling by trainee, and planning suitable countermeasures
- pre-flight briefing covering all aspects of the training event being undertaken including Threat and Error Management issues
- implementing hand-over/take-over procedures for control of aircraft
- intervening where appropriate to assist trainee's progress or to maintain flight safety
- recording and debriefing of training events
- managing Pilot-in-command (PIC) responsibilities
- maintaining situational awareness whilst providing instruction
- applying Crew Resource Management (CRM) principles
- debriefing significant details of trainee's performance including any Threat and Error Management issues encountered
- recording results for the flight and post-flight administration in accordance with workplace procedures
- reviewing and reflecting on instructional performance

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and

EVIDENCE GUIDE

Method of assessment

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Flight training, using a suitable training aircraft or approved synthetic flight trainer, leads to the issue of a:

- flight crew licence
- rating or endorsement

Flight training and aircraft operation are conducted in accordance with:

- regulatory requirements
- safe operational practices
- administrative procedures associated with authorising and recording flight training and maintaining training records

Approved flight simulator includes:

- full motion simulator
- flight training device
- synthetic training device
- virtual reality training system
- single, multiple or team operator simulator
- simulator
- part-task simulator
- desktop simulator
- operating system
- associated simulator computer hardware and software

Workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- standard operating procedures
- manufacturers guidelines
- established procedures
- workplace instructions
- in Defence context, relevant Defence Orders and Instructions

Suitable flight training resources may include:

- aircraft
- approved flight simulator
- debriefing rooms
- classrooms

Environmental conditions may include:

- weather
- hazards and threats such as power lines and masts
- terrain
- birds/wildlife
- other airspace operations

RANGE STATEMENT

Instructional techniques may include:

- demonstrate, direct and monitor
- follow me through

Trainee's cognitive load may be affected by:

- lack of preparation
- physical discomfort
- anxiety
- fatigue
- unreasonable expectations
- apathy
- impatience
- inadequate demonstration
- task complexity
- inadequate opportunity to practice
- inadequate fault analysis
- information overload

Training events may include:

- aircraft sorties
- simulator sessions

Significant details of trainee's performance may include:

- strengths
- deficiencies
- remedial actions
- self-awareness and insight
- self-management

Relevant stakeholders may include:

- management staff
- instructional staff
- maintenance staff
- logistics staff
- administrative staff
- trainee

Unit Sector(s)

Not applicable.

Competency field

Competency Field

M - Training and Assessment

AVIM5004A Facilitate training in a synthetic environment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to facilitate training in a synthetic environment including planning a synthetic learning activity; preparing the trainee for these activities; guiding, facilitating and monitoring learning; conducting post-training activities and reviewing facilitation processes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit has application for the use of synthetic devices for training in the workplace.

Learning in a synthetic environment often takes place in conjunction with other modes of delivery, e.g. face-to-face.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan a synthetic learning activity	<ul style="list-style-type: none"> 1.1 The learning strategy and/or learning program is accessed, read and interpreted to determine learning outcomes or objectives to be met and relevant delivery requirements 1.2 Potential risks including those associated with human factors aspects of synthetic training devices are identified 1.3 Limitations of the synthetic training device are identified 1.4 A delivery plan is developed to plan, manage and sequence synthetic training activities and events to ensure logical progression of learning content, trainee safety and continuity of trainee progress 1.5 Technical and human factors requirements for the synthetic environment including safety and emergency procedures are confirmed
2 Prepare trainee for synthetic training activities	<ul style="list-style-type: none"> 2.1 Availability of suitable resources is confirmed 2.2 Mental and physical preparedness of the trainee to undertake training in the synthetic environment is confirmed 2.3 An introduction to the synthetic environment is provided including training objectives and relevant workplace procedures 2.4 Instructional relationships are established between trainer/facilitator and trainees using appropriate communication tools and skills 2.5 Trainee is briefed on how the synthetic training activity will be conducted to meet the training objectives 2.6 Risk management issues applicable to the synthetic training activity are discussed and the trainee's responsibility for managing relevant risks is confirmed 2.7 Trainee's ability to comprehend and/or recall the training objectives, underpinning knowledge, handling techniques and planned synthetic training activity/scenario are confirmed
3 Guide and facilitate learning in a synthetic environment	<ul style="list-style-type: none"> 3.1 Liaison with relevant personnel is conducted to determine simulation activity requirements 3.2 Learning is facilitated in accordance with the delivery plan using relevant synthetic devices and facilitation skills 3.3 Good practice in facilitating learning in a synthetic environment is demonstrated to ensure an effective and safe transfer of learning to the real world 3.4 Technical issues are addressed where required using relevant technical support mechanisms and/or personnel 3.5 Opportunities for authentic learning, practice and formative assessment are built into the learning experience

ELEMENT	PERFORMANCE CRITERIA
	<p>3.6 Pre-loaded automatic demonstrations are employed where appropriate</p> <p>3.7 Abnormal/unusual conditions are monitored and addressed</p> <p>3.8 Variations to activity conditions are implemented where applicable</p> <p>3.9 Hand-over/take-over procedures for control of the synthetic device are implemented in accordance with workplace procedures</p>
4 Monitor learning in a synthetic environment	<p>4.1 Trainee progress is monitored and documented in accordance with workplace procedures</p> <p>4.2 Trainee's cognitive load is assessed, monitored and managed</p> <p>4.3 Support and guidance are provided within the synthetic environment as appropriate</p> <p>4.4 Trainee is encouraged to develop self-assessment skills</p> <p>4.5 Trainee interaction with others and participation in synthetic training activities is continuously monitored and interventions are made where appropriate</p> <p>4.6 Opportunities are provided for trainees to reflect on their learning progress</p>
5 Conduct post-training activities	<p>5.1 Significant details of trainee's performance are clearly and accurately debriefed</p> <p>5.2 Playback devices are employed during debriefing to illustrate key learning points when appropriate</p> <p>5.3 Trainee is briefed on the details of the next training event as appropriate</p> <p>5.4 Trainee records are maintained in accordance with workplace procedures</p> <p>5.5 Relevant stakeholders are kept informed about trainee progress</p> <p>5.6 Synthetic device faults are recorded and/or rectified in accordance with workplace procedures</p> <p>5.7 Support and guidance are provided post synthetic environment activities as appropriate</p>
6 Review synthetic environment facilitation processes	<p>6.1 Synthetic training session outcomes are evaluated against desired session outcomes</p> <p>6.2 A review is undertaken post-completion of the learning program/course/qualification</p> <p>6.3 Time is taken to reflect on own performance as a trainer/facilitator, and ways to improve performance are explored</p> <p>6.4 Recommendations for improvements in facilitating training and appropriateness of synthetic systems, tools and resources are</p>

ELEMENT

PERFORMANCE CRITERIA

identified and documented, and discussed with relevant personnel for future action

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations applicable to simulation operations and personnel safety
- Fundamentals of instructing, questioning, engaging and motivating trainees
- Effective use of a course of training, curricula/syllabus and lesson plans
- Training and assessment standards
- Debriefing and feedback techniques
- Techniques for introducing tasks in manageable segments to avoid overloading a trainee
- Common trainee errors and suggested suitable remedial instruction
- Intervention strategies, principles and implications for the synthetic environment
- Sequencing and developing synthetic training activities and their relationship with real world training activities
- The application of simulation and synthetic activities including live, virtual and constructive (LVC) simulations
- Advantages and limitations of synthetic training environments in facilitating learning
- Information communication technology within the simulation and synthetic environment
- Established procedures applicable to simulation operations
- Abnormal conditions, including hardware, software and equipment malfunction/failure and poor/unusual trainee performance
- Human factors implication and risks in the synthetic training environment
- The effects of simulation sickness
- Functions of single-user, multi-user and distributed user operating systems
- Documentation production and safe storage
- Technical knowledge sufficient to distinguish between a technical problem and a content problem, and to respond accordingly
- Relevant learning management systems
- Structure and content of relevant training resources
- Hand-over/take-over procedures for the control of synthetic device/s

Required skills:

- Apply flexibility in facilitation skills using synthetic devices, for example:

REQUIRED KNOWLEDGE AND SKILLS

- knowing when to intervene/when to let trainees direct themselves
- being able to effectively use a variety of activities or provide directions for different trainee needs
- interpreting trainee needs and directing them to new learning opportunities
- Assess learning and performance
- Apply intervention techniques
- Evaluate instructional effectiveness
- Manage an environment that fosters learning and performance
- Demonstrate an ability to read, comprehend and interpret written technical English
- Demonstrate appropriate selection and employment of simulation equipment
- Coordinate activities involving a range of complex tasks
- Coordinate information communication technology related activities
- Apply briefing/debriefing skills
- Read and interpret instructions, regulations, procedures and other information relevant to flight training and facilitating training in a synthetic environment
- Promptly report and/or rectify any identified problems that may occur when facilitating training in a synthetic environment in accordance with regulatory requirements and workplace procedures
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - identifying potential risks including those associated with human factors aspects of synthetic training devices
 - developing a delivery plan that ensures logical progression of learning content, trainee safety and continuity of trainee progress
 - confirming technical and human factors requirements for the synthetic environment including safety and emergency procedures
 - preparing the trainee for synthetic training activities including trainee preparedness, instructional relationships, risk management and trainee responsibility
 - monitoring and addressing abnormal/unusual conditions
 - implementing hand-over/take-over procedures for control of synthetic device in accordance with workplace procedures
 - monitoring and documenting trainee progress in accordance with workplace procedures
 - debriefing significant details of trainee's performance
 - maintaining trainee records in accordance with workplace procedures
 - recording and/or rectifying synthetic device faults in accordance with workplace procedures
 - reviewing and reflecting on instructional performance

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and

EVIDENCE GUIDE

Method of assessment

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Potential risks may include: | <ul style="list-style-type: none">• effects on what is learned and the relationship with the real world• negative learning |
| Limitations of the synthetic training device may include: | <ul style="list-style-type: none">• fidelity• movement• instrumentation• resolution |
| Synthetic training devices may include: | <ul style="list-style-type: none">• full motion simulator• flight training device• synthetic training device• virtual reality training system• single, multiple or team operator simulator• simulator• part-task simulator• desktop simulator• operating system• associated simulator computer hardware and software |
| A delivery plan may include: | <ul style="list-style-type: none">• individual/group learning objectives or outcomes for the learning program or segment of the learning program to be addressed• number of trainees and their specific support requirements• timing, sequence and number of pre-planned sessions• types of pre-planned sessions - synchronous (in real time using conferencing, chat, forum) or asynchronous (not in real time using email, offline forum, bulletin boards)• topics to be addressed in learning sessions• learning/activities/events to be addressed in e-learning sessions• resources and/or tools to be used• determination of learning management tools such as feedback systems and support mechanisms |
| Synthetic training activities may include: | <ul style="list-style-type: none">• scenarios• pre-planned training sorties• pre-planned training operations |
| Safety and emergency procedures may include: | <ul style="list-style-type: none">• established procedures• industry safe practice |

RANGE STATEMENT

Workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- standard operating procedures
- manufacturers guidelines
- established procedures
- workplace instructions
- in Defence context, relevant Defence Orders and Instructions

Trainer/facilitator may include:

- instructional staff
- coaching staff
- experienced personnel
- subject matter experts (e.g. pilots, aircrew)
- technical staff
- simulator operators

Risk management issues may include:

- threat and error management
- simulation/motion sickness
- equipment malfunction/failure
- smoke or overheat warnings
- simulator access/egress
- emergency communication
- loading stops
- motion stops
- negative learning

Good practice in facilitating learning may include:

- fidelity and resolution constraints/limitations
- guiding learning activities through setting up questions, issues, scenarios to be addressed
- observing trainee interaction and intervening when necessary to maintain focus/momentum/engagement
- knowing when to intervene/when to let trainees direct themselves
- moderating disruptive, abusive or dominant trainees
- facilitating group work
- assisting trainees in locating, using and evaluating online information
- maintaining momentum and motivation of trainees through ongoing individual contact and feedback

Abnormal/unusual conditions may include:

- hardware malfunction/failure
- software malfunction/failure
- simulation sickness
- poor/unusual participant performance

RANGE STATEMENT

Variations to activity conditions may include:

- personnel equipment malfunction/failure
- changes made in response to a training need
- changes made in response to a strategic requirement

Trainee's cognitive load may be affected by:

- lack of preparation
- physical discomfort
- anxiety
- fatigue
- unreasonable expectations
- apathy
- impatience
- inadequate demonstration
- task complexity
- inadequate opportunity to practice
- inadequate fault analysis
- information overload
- outside pressures

Interventions may be made to:

- maintain momentum
- engage trainee
- address safety
- highlight a key learning point
- initiate remedial actions

Debrief may include:

- providing feedback to relevant personnel on conclusion of simulator activity
- providing feedback to relevant organisational authorities
- providing feedback to manufacturers, contracted suppliers, and contracted maintainers

Relevant stakeholders may include:

- instructional staff
- coaching staff
- experienced personnel
- subject matter experts (e.g. pilots, aircrew)
- technical staff
- trainees
- other simulator operators

Review may include:

- feedback from trainees, colleagues, learning designers via survey or discussion
- identification of issues in managing/monitoring e-learners and the need for changes to contact/monitoring processes
- identification of issues in using the delivery plan and the need for changes/modifications to the plan
- effectiveness of learning protocols, their application and

RANGE STATEMENT

- Reflect on own performance may include:
- proposed changes
 - technology effectiveness
 - asking critical questions about performance, problems, methods used and success of trainees
 - seeking, listening to and acting on feedback from trainees and others
- Simulation sickness may include:
- visuomotor dysfunctions
 - mental disorientation
 - nausea including vomiting
 - other symptoms such as drowsiness, fatigue, and headache
- Workplace communications may include:
- interpersonal communications
 - messages received via simulator/simulated communications
 - on-screen messages
 - written reports
 - phone
 - radio
 - other information communication technology means (e.g. email, SMS, blogs, text message, facsimile)

Unit Sector(s)

Not applicable.

Competency field

Competency Field M - Training and Assessment

AVIM5005A Conduct training for the issue of an endorsement

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan, conduct and review flight training for the issue of an endorsement or military equivalent in an aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements; and regulations.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop training and briefing plans	<p>1.1 A training plan is prepared that identifies each ground briefing and flight exercise required to achieve the standard specified for the issue of an endorsement or military equivalent</p> <p>1.2 A briefing plan is produced that addresses the technical and human factors knowledge required for the issue of an endorsement or military equivalent</p> <p>1.3 An airborne training plan is prepared that identifies the sequence and duration of each flight training exercise required to achieve the standard specified for the issue of an endorsement or military equivalent</p>
2 Conduct pre- and post-flight briefings	<p>2.1 A pre-flight briefing is delivered for each flight identified in the training plan</p> <p>2.2 Pilot under training is debriefed on their performance in accordance with established workplace procedures</p>
3 Conduct training	<p>3.1 Briefing(s) are delivered in accordance with both the training plan and established workplace procedures</p> <p>3.2 Airborne training exercises are conducted to the required standards specified in established workplace procedures</p>
4 Assess competence	<p>4.1 Pilot under training is assessed against the competency standards specified for the endorsement or military equivalent</p> <p>4.2 Pilot under training deficiencies are identified and remedial training is planned if required</p>
5 Complete post-training administration	<p>5.1 Pilot under training results are recorded in accordance with established workplace procedures</p> <p>5.2 Relevant staff are informed of pilot under training performance and results</p> <p>5.3 Administration procedures required for issue of an endorsement or military equivalent are completed in accordance with established workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Australian Defence Force context, relevant Defence Orders and Instructions
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Australian national competency standards for pilots
- Relevant OH&S and environmental procedures and regulations
- Common risks that exist when conducting training for the issue of an endorsement or military equivalent
- Common problems that may occur when conducting training for the issue of an endorsement or military equivalent, and appropriate action that should be taken in each case
- Assessment and workplace training competency standards
- Principles of adult teaching and learning
- Human performance and limitations factors relevant to the training tasks
- Psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- Relevant workplace policies and procedures
- Appropriate methods of analysis and training planning
- Lesson planning and development
- Preparation of training resources
- Principles of assessment
- Assessment of behaviour
- Self-assessment and evaluation
- Questioning techniques
- Requirements for completing relevant documentation

Required skills:

- Demonstrate effective briefing and de-briefing skills
- Communicate effectively with others when conducting training for the issue of an endorsement
- Conduct timely assessment of learning and performance
- Evaluate instructional effectiveness and develop strategies for continuous improvement
- Demonstrate flight instructor role modelling
- Apply Crew Resource Management (CRM) skills applicable to conducting training for the

REQUIRED KNOWLEDGE AND SKILLS

issue of an endorsement or military equivalent

- Apply Threat and Error Management Skills applicable to conducting training for the issue of an endorsement or military equivalent
- Read and interpret instructions, regulations, procedures and other information relevant to conducting training for the issue of an endorsement or military equivalent
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to conducting training for the issue of an endorsement or military equivalent
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly identify, report and/or rectify any problems that may occur when conducting training for the issue of an endorsement or military equivalent in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting training for the issue of an endorsement or military equivalent
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of training for the issue of an endorsement or military equivalent
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct training for the issue of an endorsement or military equivalent

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- developing an appropriate training plan, briefing plan and airborne training plan based on performance/assessment of the standards required for the issue of an endorsement or military equivalent
- including pre-flight briefing for each flight in the training plan covering all aspects of the training event being undertaken
- intervening where appropriate to maintain flight safety or to assist pilot under training progress
- recording and debriefing of training events
- managing Pilot-in-Command (PIC) responsibilities
- maintaining situational awareness whilst providing instruction
- applying Crew Resource Management (CRM) principles
- debriefing significant details of pilot under training performance including any Threat and Error Management issues encountered
- recording results in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

EVIDENCE GUIDE

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Training and aircraft operations are conducted in accordance with:	<ul style="list-style-type: none"> • regulatory requirements • safe operational practices • administrative procedures associated with authorising and recording flight training and maintaining training records
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • standard operating procedures • manufacturers' guidelines • established procedures • workplace instructions • in Defence context, relevant Defence Orders and Instructions
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation safety Regulations and Civil Aviation Orders pertaining to the conduct of training for the issue of an endorsement • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards-Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Suitable flight training resources	<ul style="list-style-type: none"> • aircraft

RANGE STATEMENT

may include:

- debriefing rooms
- classrooms

Environmental conditions may include:

- weather
- hazards and threats such as power lines and masts
- terrain
- birds/wildlife
- other airspace operations

Instructional techniques may include:

- demonstrate, direct and monitor
- follow me through

Training events may include:

- aircraft sorties
- simulator sorties

Significant details of pilot under training performance may include:

- strengths
- deficiencies
- remedial actions
- self-awareness and insight
- self-management

Relevant staff may include:

- management staff
- instructional staff
- maintenance staff
- logistics staff
- administrative staff
- pilot under training

Unit Sector(s)

Not applicable.

Competency field

Competency Field

M - Training and Assessment

AVIM5007A Conduct pre-assessment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct pre-assessment of aeronautical knowledge and competency. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles and regulations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish pre-assessment procedure	1.1 Units and elements to be pre-assessed are identified 1.2 Applicable standards for pre-assessment are reviewed 1.3 Pre-assessment procedures are planned to be valid, reliable, flexible and fair 1.4 Pre-assessment is integrated with other training and assessment activities where applicable 1.5 Pre-assessment procedures and standards are discussed with trainee 1.6 Necessary changes to planned pre-assessment due to training or other factors are identified 1.7 Changes are discussed with trainee and supervisor
2 Review evidence	2.1 Evidence requirements specified in applicable standards are reviewed 2.2 Available evidence is confirmed as being valid, sufficient, authentic and current 2.3 Evidence demonstrating consistency of performance in pre-assessment is included
3 Assist trainee	3.1 Trainee's ability to self-assess performance against applicable standards is developed 3.2 Two-way communication and feedback on the pre-assessment process is ensured 3.3 Adjustments are made based on trainee characteristics if they do not compromise the integrity of the competency standards 3.4 Supervisor or other relevant opinions are sought when more expertise is needed to assist with pre-assessment 3.5 Timely Threat and Error Management procedures are applied during skills pre-assessment where the trainee fails to manage an undesired aircraft state
4 Make pre-assessment	4.1 Assistance is sought from relevant persons in providing additional evidence when required 4.2 Competence is pre-assessed against the standards using the available evidence 4.3 The application of Threat and Error Management is pre-assessed through demonstration 4.4 Pre-assessment decision is completed in compliance with regulatory requirements and procedural fairness 4.5 Clear and comprehensive feedback is provided to the trainee, together with recommended additional training if required
5 Record pre-assessment	5.1 Pre-assessment is recorded promptly and accurately in

ELEMENT

PERFORMANCE CRITERIA

accordance with regulatory requirements and training organisation procedures

5.2 Relevant personnel are notified and any additional training requirements are recorded

6 Review pre-assessment

6.1 Pre-assessment process is reviewed by self-assessment, consultation with peers and supervisors

6.2 Opportunities for improvement are identified

6.3 The review is documented and recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Structure and purpose of Australian national competency-based standards
- Methods of assessment including both knowledge and competency-based assessment
- Effective use of a course of training, curricula/syllabus and lesson plans
- Assessment standards
- Debriefing and feedback techniques
- Handing-over/taking-over procedures and circumstances in which an assessor should assume control
- Requirements for completing relevant documentation
- Threat and Error Management procedures
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when conducting pre-assessment of aeronautical knowledge and competency
- Assess learning and performance
- Plan pre-assessment procedures
- Review and evaluate evidence
- Apply Threat and Error Management procedures
- Evaluate instructional effectiveness
- Identify errors in the performance of flight manoeuvres and suggest a variety of effective strategies for improvement
- Manage an environment that fosters learning and performance
- Demonstrate flight instructor role modelling
- Apply Crew Resource Management (CRM) skills applicable to flight training and the role of the assessor in assisting the trainee to develop these skills
- Apply situational awareness and methods of developing and monitoring trainee situational awareness skills in terms of: monitoring current environmental factors, evaluating their possible effects on the flight, and anticipating the need for alternative actions
- Read and interpret instructions, regulations, procedures and other information relevant to conducting pre-assessment of aeronautical knowledge and competency

REQUIRED KNOWLEDGE AND SKILLS

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to pre-assessment of aeronautical knowledge and competency
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting pre-assessment of aeronautical knowledge and competency in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during pre-assessment of aeronautical knowledge and competency
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct pre-assessment of aeronautical knowledge and competency

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - the underpinning knowledge and skills
 - planning pre-assessment procedures ensuring validity, reliability, flexibility and fairness
 - confirming evidence ensuring validity, sufficiency, authenticity and currency
 - conducting pre-assessment against applicable competency standards including application of relevant Threat and Error Management
 - completing decision regarding pre-assessment in compliance with regulatory requirements and procedural fairness
 - providing feedback to the trainee together with recommended additional training if required
 - recording pre-assessment promptly and accurately in accordance with regulatory requirements and training organisation procedures
 - reviewing pre-assessment process including documentation and recording

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be

EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Pre-assessment may include:

- aeronautical knowledge
- skill of a person training for the issue of flight crew licence, rating or endorsement
- flying skills by direct observation in a suitable aircraft or approved synthetic training device
- knowledge of tools developed and administered by the assessor, including oral and written tests and exercises
- written examination conducted by CASA, confirming the trainee's knowledge at a sufficient standard in all elements of aeronautical knowledge specified for the examination
- concurrent pre-assessment of interdependent elements as appropriate
- Threat and Error Management applicable to the units or elements being assessed
- competency standards outlining
- element
- performance criteria
- range statement
- required knowledge and skills
- evidence guide
- the process of making an objective assessment against a standard

The pre-assessment of the role of a flight crew member may include:

- direct observation
- simulation
- projects
- problem solving exercises
- oral and written questioning
- written examinations
- log books and training records

Evidence used to determine an individual's competency against a standard may show:

- validity
- authenticity
- sufficiency
- currency
- consistency

Examples used for pre-assessment in flight training may be:

- formative
- diagnostic
- summative

RANGE STATEMENT

Assessors may also explain:

- holistic
- consistency of performance and context of assessment
- requirements for assessing consistency of performance of flight crew standards
- differences in standards for consistency of performance at different licence levels
- application of the range of variables in making an assessment

Unit Sector(s)

Not applicable.

Competency field

Competency Field

M - Training and Assessment

AVIM5008A Conduct flight review

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and conduct a flight review and assess competency of an applicant to continue to use a Flight Crew Rating or military equivalent. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements; and regulations.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed without supervision.

This unit of competency is nominally packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Conduct pre-flight discussion

- 1.1 Pre-flight discussion plan is prepared that covers the topics required for the rating being reviewed
- 1.2 Pre-flight discussion plan is delivered
- 1.3 Opportunities to actively participate in the discussion are provided to the applicant
- 1.4 Discussion is reviewed to determine whether the aims of the discussion were achieved

2 Conduct review

- 2.1 Flight review is conducted in accordance with flight review standards as specified in applicable regulations
- 2.2 Applicant's performance against the standards specified in applicable regulations is identified
- 2.3 Remedial training for those elements performed below the specified standard is determined
- 2.4 Remedial training is conducted where applicable in accordance with established workplace procedures

3 Complete post-review briefing and administration

- 3.1 Post-review briefing is conducted that includes assessment of applicant's competence against the standards specified in applicable regulations
- 3.2 Post-review administration is completed in accordance with established workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Australian Defence Force context, relevant Defence Orders and Instructions
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Australian national competency standards for pilots
- Relevant OH&S and environmental procedures and regulations
- Common risks that exist when conducting flight reviews
- Common problems that may occur when conducting flight reviews and appropriate action that should be taken in each case
- Assessment and workplace training competency standards
- Principles of adult teaching and learning
- Human performance and limitations factors relevant to the training tasks
- Psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- Relevant workplace policies and procedures
- Appropriate methods of analysis and training planning
- Lesson planning and development
- Preparation of training resources
- Principles of assessment
- Assessment of behaviour
- Self-assessment and evaluation
- Questioning techniques
- Requirements for completing relevant documentation

Required skills:

- Communicate effectively with others when conducting a flight review
- Demonstrate flight instructor role modelling
- Apply Crew Resource Management (CRM) skills applicable to conducting a flight review
- Apply Threat and Error Management skills applicable to conducting a flight review
- Read and interpret instructions, regulations, procedures and other information relevant to conducting a flight review
- Interpret and follow operational instructions and prioritise work

REQUIRED KNOWLEDGE AND SKILLS

- Complete documentation related to conducting a flight review
- Work collaboratively with others when conducting a flight review
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting a flight review in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting a flight review
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during a flight review
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct flight review

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - the underpinning knowledge and skills
 - developing and delivering an appropriate pre-flight discussion plan
 - ensuring aircraft is operated in accordance with aircraft operating parameters
 - assessing applicant's competence against required standards
 - conducting a post-review briefing
 - completing appropriate post-review administration

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft operation is conducted in accordance with:	<ul style="list-style-type: none"> • regulatory requirements • safe operational practices
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • standard operating procedures • manufacturers guidelines • established procedures • workplace instructions • in defence context, relevant Defence Orders and Instructions
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the conduct of a flight review • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards-Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Suitable flight review resources may include:	<ul style="list-style-type: none"> • aircraft • debriefing rooms • classrooms

RANGE STATEMENT

Environmental conditions may include:

- weather
- hazards and threats such as power lines and masts
- terrain
- birds/wildlife
- other airspace operations

Assessment of applicant's competence may include:

- strengths
- deficiencies
- remedial actions
- self-awareness and insight
- self-management

Unit Sector(s)

Not applicable.

Competency field

Competency Field M - Training and Assessment

AVIM6006A Deliver operational flight management training

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct operational flight management training, including designing and delivering a flight scenario which allows the trainee to practise and develop skills to cope with unexpected and realistic events that require appropriate management and decision-making skills to achieve the safest outcome. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licensing and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements; and aircraft control principles; and regulations.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Advanced Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan an operational flight management training scenario	<ul style="list-style-type: none"> 1.1 Typical commercial or military flight operation conditions including normal and abnormal operations are identified 1.2 Training scenarios that require management of planned and unplanned in flight situations are designed including simulated abnormal and emergency operations 1.3 Training scenarios that involve knowledge based solutions and flight management activities that assess and resolve less defined events are designed 1.4 Sufficient time frames and realistic workloads are allocated in the scenario design to enable trainee/s to meet objectives without being overloaded 1.5 A realistic scenario plan is developed with sufficient detail to ensure learning outcomes can be achieved without improvisation when airborne 1.6 Learning activities are designed that ensure components of competency are emphasised and reinforced
2 Prepare trainee/s for scenario based flight training	<ul style="list-style-type: none"> 2.1 Trainee/s existing level of subject matter knowledge is identified and gaps in knowledge are rectified if required 2.2 Scenario based session plan is discussed with trainee/s 2.3 Objectives and outcomes of session plan are explained to trainee/s 2.4 Application and context of session is explained and confirmed to trainee/s 2.5 Trainee/s role with regard to command status, decision implementation and trainer assumption of control are confirmed 2.6 Scenario based learning including multiple solutions to problems and that the session is not formally assessed is explained and confirmed to trainee/s
3 Deliver training	<ul style="list-style-type: none"> 3.1 Presentation and delivery methods are adjusted to cater for trainee/s characteristics and to meet learning outcomes 3.2 Trainee/s responsibility for planning and conduct of the flight is explained 3.3 An environment that simulates a typical air transport or military air operation is established as applicable 3.4 Components of competency are emphasised and reinforced during presentation of training sessions 3.5 Flight scenarios are logically sequenced with clear transition and linking of events that provides variety, encourages participation and reinforces competencies 3.6 Verbal feedback and motivation is provided to assist trainee/s in

ELEMENT

PERFORMANCE CRITERIA

achieving session outcomes

3.7 Trainer intervention and assumption of control is applied when necessary to ensure safety of flight

3.8 Situational awareness is maintained to ensure situations that might jeopardise safety are not allowed to develop

3.9 A detailed record of flight events is maintained

3.10 Training sessions are reviewed and modified as required to meet trainee/s needs

4 Conduct post-flight discussion

4.1 Process, rationale and benefits of post-flight discussion are explained to trainee/s

4.2 Trainee/s are encouraged to lead discussion including evaluation of their own performance and quality of self-assessment

4.3 Assistance in recalling the sequence of events is provided as required

4.4 Flight events, actions and results of decisions are identified, analysed and feedback is provided to trainee/s

4.5 Trainee/s are encouraged to examine whether alternative actions may have resulted in better outcomes

4.6 Constructive feedback and reinforcement is provided to trainee/s

5 Review delivery of scenario based flight training

5.1 Training delivery is assessed against program goals, session plans and training outcomes

5.2 Delivery and effectiveness of training session is discussed with appropriate personnel

5.3 Adjustment of scenarios and delivery are incorporated as appropriate to improve learning outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Australian Defence Force context, relevant Defence Orders and Instructions
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations applicable to operational flight management training
- Common risks that exist when delivering operational flight management training
- Common problems that may occur when delivering operational flight management training, and appropriate action that should be taken in each case
- Manual of Standards-Pilot Licensing (MOS-PL)
- Assessment and workplace training competency standards
- Principles of adult teaching and learning
- Human performance and limitations factors relevant to the training tasks
- Psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- Relevant workplace policies and procedures
- Appropriate methods of analysis and training planning
- Lesson planning and development
- Preparation of training resources
- Principles of assessment
- Assessment of behaviour
- Self-assessment and evaluation
- Questioning techniques

Required skills:

- Communicate effectively with others when delivering operational flight management training
- Read and interpret instructions, regulations, procedures and other information relevant to operational flight management training
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operational flight management training
- Provide leadership and work collaboratively with others when delivering operational flight management training
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly identify, report and/or rectify any identified problems that may occur when delivering operational flight management training in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when delivering operational flight management training
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the delivery of operational flight management training
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to deliver operational flight management training

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - identifying typical commercial or military flight operation conditions including normal and abnormal operations
 - designing training scenarios that require management of planned and unplanned in flight situations that involve knowledge based solutions and flight management activities that assess and resolve less defined events and include simulated abnormal and emergency operations
 - developing a realistic scenario plan with sufficient detail to ensure learning outcomes can be achieved without improvisation when airborne
 - preparing trainee/s for scenario based flight training including explaining the objectives, outcomes, application and context of the session
 - confirming trainee/s role with regard to command status, decision implementation and trainer assumption of control
 - explaining scenario based learning to trainee/s
 - establishing an environment that simulates a typical air transport or military air operation
 - emphasising and reinforcing components of competency during presentation of training sessions
 - logically sequencing flight scenarios including clear transition and linking of events that provide variety, encourage participation and reinforce competencies
 - applying trainer intervention and assumption of control where necessary to ensure safety of flight
 - maintaining situational awareness to ensure situations that might jeopardise safety are not allowed to develop
 - conducting post-flight discussion including process, rationale and benefits of the discussion
 - providing constructive feedback to trainee/s on each event that occurred during the flight including analysis of actions and results of decisions

EVIDENCE GUIDE

- | | |
|---|---|
| | <ul style="list-style-type: none">• assessing training delivery against the program goals, session plans and training outcomes• discussing training session delivery with appropriate personnel to determine effectiveness |
| Context of and specific resources for assessment | <ul style="list-style-type: none">• Performance is demonstrated consistently over a period of time and in a suitable range of contexts• Resources for assessment include:<ul style="list-style-type: none">• a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or• access to an appropriate range of relevant operational situations in the workplace• In both real and simulated environments, access is required to:<ul style="list-style-type: none">• relevant and appropriate materials and equipment, and• applicable documentation including workplace procedures, regulations, codes of practice and operation manuals |
| Method of assessment | <ul style="list-style-type: none">• Assessment of this unit must be undertaken by a registered training organisation• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests• Practical assessment must occur:<ul style="list-style-type: none">• through activities in an appropriately simulated environment at the registered training organisation, and/or• in an appropriate range of situations in the workplace |

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Simulated abnormal and emergency operations must require the trainee to:

- maintain situation awareness
- assess situations and make decisions
- set priorities and manage tasks
- manage threats and errors
- maintain effective communications and interpersonal relationships

A realistic scenario plan must provide the trainee with the ability to:

- independently complete all associated tasks
- conduct the flight without assistance

Components of competency must include:

- task management skills
- contingency management skills
- task skills
- transfer and application of skills and knowledge to new contexts
- job/role environment skills
- threat and error management skills

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- company procedures
- enterprise procedures
- organisational procedures
- standard operating procedures
- manufacturers guidelines
- established procedures
- workplace instructions
- in Defence context, relevant Defence Orders and Instructions

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the delivery of operational flight management training
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards-Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- workplace procedures and instructions and job

RANGE STATEMENT

Applicable regulations and legislation may include:	<p>specification</p> <ul style="list-style-type: none">• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Appropriate personnel may include:	<ul style="list-style-type: none">• instructional staff• coaching staff• mentors• experienced personnel• subject matter experts (e.g. pilots, aircrew)• technical staff• trainees

Unit Sector(s)

Not applicable.

Competency field

Competency Field	M - Training and Assessment
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AVIN6003A Manage flight training

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to lead instructional and support staff, and manage flight training operations at a flying training organisation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant flight training operations regulatory requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements; and regulations.

Use for Australian Defence Force (ADF) Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of flying training organisation contexts within the Australian aviation industry.

Work is performed without supervision.

This unit of competency is packaged at Advanced Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Demonstrate compliance with applicable flight operations regulatory requirements	<p>1.1 Regulatory requirements for obtaining an aviation operators certificate (or military equivalent) allowing flight training are explained where applicable</p> <p>1.2 Operations manual, training plan and other flight training operations documentation are explained including how they apply to the conduct of operations</p> <p>1.3 A training plan and all relevant lesson plans that integrate ground and flight training are developed for the issue of a licence or rating or military equivalent</p> <p>1.4 Application of the training plan by a flight training operator is explained</p> <p>1.5 Requirements of flight training operator facilities, including aircraft are explained</p> <p>1.6 Role and responsibilities of a manager flight training in a typical flight training operation are explained</p>
2 Record and monitor flight training	<p>2.1 Maintenance of current and complete flight exercise and student progress records is demonstrated using a suitable record keeping system</p> <p>2.2 Recording of training information and monitoring of student progress is described</p> <p>2.3 Links between recording system, student training and assessment against appropriate specified standards is explained</p> <p>2.4 Instructor analysis of student progress records is described in order to plan training exercises</p>
3 Program and supervise flight training operations	<p>3.1 Methods of programming, supervision and ensuring the safe conduct of flight training operations are described</p> <p>3.2 Fatigue management of students and instructors is described</p> <p>3.3 Instructor's activities, performance and flight instruction are directed, controlled and standardised against published competency standards</p> <p>3.4 Fatigue Management System (FMS) and Safety Management System (SMS) are explained including how they enhance the safety and effectiveness of flight training operations</p>
4 Conduct interview with regulator	<p>4.1 Requirements for the issue of a flight training management endorsement or military equivalent are demonstrated including an operational or compliance record that does not indicate a history of continuing breaches</p> <p>4.2 Examples of flight training management documentation are provided</p> <p>4.3 Ability to meet flight training management standards is</p>

ELEMENT

PERFORMANCE CRITERIA

demonstrated using appropriate documentation

4.4 Safe, effective and compliant flight operations are explained for particular operational aspects as nominated by the interviewer

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Australian Defence Force context, relevant Defence Orders and Instructions
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental protection procedures and regulations
- Common risks that exist when managing flight training
- Common problems that may occur when managing flight training, and appropriate action that should be taken in each case
- Australian national competency standards for pilots or military equivalent
- Assessment and workplace training competency standards
- Principles of adult teaching and learning
- Human performance and limitations factors relevant to the training tasks
- Psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- Relevant workplace policies and procedures
- Appropriate methods of analysis and training planning
- Lesson planning and development
- Preparation of training resources
- Principles of assessment
- Assessment of behaviour
- Self-assessment and evaluation
- Questioning techniques
- Role and responsibilities of a manager flight training
- Requirements for completing relevant documentation
- Regulatory requirements for obtaining an aviation operators certificate or military equivalent
- Aviation Fatigue Management Systems (FMS) and Safety Management Systems (SMS)

Required skills:

- Communicate effectively with others when managing flight training
- Read and interpret instructions, regulations, procedures and other information relevant to the management of flight training
- Interpret and follow operational instructions and prioritise work

REQUIRED KNOWLEDGE AND SKILLS

- Complete documentation related to the management of flight training
- Provide leadership and work collaboratively with others when managing flight training
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing flight training in accordance with regulatory requirements and workplace procedures
- Make decisions related to the prioritising of tasks and the planning of flight training
- Implement contingency plans for unexpected events that may arise when managing flight training
- Apply precautions and required action to minimise, control or eliminate hazards that may exist in a flight training workplace
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage flight training
- Manage an aviation Fatigue Management System (FMS) and Safety Management System (SMS)

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - applying relevant legislation and workplace procedures for obtaining an aviation operators certificate or military equivalent
 - explaining an operations manual, training plan and other flight training operations documentation and how they apply to the conduct of operations
 - developing a training plan and lesson plans that integrate ground and flight training relevant to the issue of a licence or rating or military equivalent
 - maintaining current and complete flight exercise and student progress records and explaining the link between the record system, student training and assessment against the appropriate specified standards
 - directing, controlling and standardising instructor's activities, performance and flight instruction against published competency standards
 - the requirements for the issue of a flight training management endorsement or military equivalent including an operational compliance record that does not indicate a history of continuing breaches
 - the ability to both meet and explain flight training management standards using appropriate documentation including safe, effective and compliant flight operations

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and

EVIDENCE GUIDE

Method of assessment

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| <p>Role and responsibilities of a manager flight training include:</p> | <ul style="list-style-type: none"> • maintenance of appropriate training standards • maintenance of regulatory compliance • dealing with problems common to a typical flight training operation |
| <p>Flight training management documentation must include but is not limited to:</p> | <ul style="list-style-type: none"> • operations manual • training plan • lesson plans • record keeping system • fatigue management system • safety management system |
| <p>Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:</p> | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures • regulatory standards and recommended practices |
| <p>Information/documents may include:</p> | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • relevant CASA Manuals of Standards (MOS) • Aeronautical Information Publication (AIP) • workplace procedures and instructions • occupational specification for air traffic controllers • equipment manufacturers specifications and instructions • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards • training and assessment records • operator handbook and system manuals • documented learning and assessment strategies |
| <p>Applicable regulations and legislation may include:</p> | <ul style="list-style-type: none"> • Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS) • relevant Defence Orders and Instructions • OH&S legislation (state and federal) |

Unit Sector(s)

Not applicable.

Competency field

Competency Field N - Leadership and Supervision

AVIO2001A Use firearms on an aerodrome to control wildlife hazards

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to safely use firearms on an aerodrome to control wildlife hazards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when using firearms to control wildlife hazards on an aerodrome, including the need to comply with relevant firearms licensing requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Apply safety precautions in the use of firearms

1.1 The locations on an aerodrome where firearms may be discharged are identified

1.2 Hazards associated with the use of firearms on the aerodrome are identified and managed

1.3 The firearm is carried, loaded and discharged in the correct manner

1.4 The firearm is cleaned effectively and safely

1.5 The firearm is stored in accordance with regulatory requirements

2 Use appropriate firearms and ammunition to control wildlife hazards

2.1 Appropriate wildlife hazard control measures are selected in accordance with standard operating procedures

2.2 Cracker shells are used correctly to disperse a flock of birds in accordance with operating procedures

2.3 Live shot is used in a safe manner in the control of wildlife hazards

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for safely operating firearms
- Requirements for completing relevant documentation
- Procedures for servicing and minor maintenance
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Standard operating procedures and control methods for wildlife hazards

Required skills:

- Safe use of cracker shells and live shot when using firearms on an aerodrome to control wildlife hazards
- Perform wildlife control measures in a humane fashion
- Communicate effectively with others when using firearms on an aerodrome to control wildlife hazards
- Read and interpret instructions, regulations, procedures and other information relevant to use of firearms on an aerodrome to control wildlife hazards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to using firearms on an aerodrome to control wildlife hazards
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when using firearms on an aerodrome to control wildlife hazards in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when using firearms on an aerodrome to control wildlife hazards
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when using firearms on an aerodrome to control wildlife hazards
- Monitor and anticipate operational problems and hazards and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage

REQUIRED KNOWLEDGE AND SKILLS

to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when using firearms on an aerodrome to control wildlife hazards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs)
The work site will include:	<ul style="list-style-type: none"> • airside areas • some landside areas
Equipment appropriate to access may include:	<ul style="list-style-type: none"> • firearms • ammunition • class 2 storage facilities
Documents appropriate to access may include:	<ul style="list-style-type: none"> • the Aerodrome Manual guidance material • wildlife hazard management plan
Operating conditions may involve:	<ul style="list-style-type: none"> • control of bird and animal hazards
Faults may include:	<ul style="list-style-type: none"> • firearm misfires • misuse • mechanical failure
Firearms can be:	<ul style="list-style-type: none"> • shotguns or rifles
Information/documents may include:	<ul style="list-style-type: none"> • relevant OH&S and environmental regulations • workplace procedures and instructions and job specification • relevant operational checklists • emergency procedures • relevant equipment logs/records • manufacturers specifications and instructions for the equipment/materials used • induction and training materials
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • licence requirements of the relevant licensing authority • relevant OH&S legislation • environmental protection legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

O - Security

AVIO4003A Implement airside access

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to implement processes and procedures for persons requiring access airside. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when implementing airside access

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Implement airside access procedures

- 1.1 Eligibility for access is determined
- 1.2 Access is permitted or denied
- 1.3 Escorts are provided when required
- 1.4 Appropriate records are maintained

2 Report on airside access

- 2.1 Reported access breaches are addressed in accordance with standard operating procedures
- 2.2 Recommendations and reports on access incidents are made to aerodrome management

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Standard operating procedures relating to implementing airside access procedures

Required skills:

- Communicate effectively with others when implementing airside access procedures
- Read and interpret instructions, regulations, procedures and other information relevant to implementing airside access procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to implementing airside access procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing airside access procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing airside access procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when implementing airside access procedures
- Implement OH&S procedures and relevant regulations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Problems and irregularities that may occur when implementing airside access procedures may include:

- control and loss of keys
- supply of materials

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures (SOPs)

The work site may include:

- the airside
- the interface with the landside

Equipment may include:

- vehicle
- identity card(s)
- computer
- access locks and keys

Relevant documents may include:

- legislation
- the Aerodrome Manual
- passes and permits
- Transport Security Program
- ASIC program

Operating conditions may involve:

- a range of access scenarios

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- Manual of Standards - Aerodromes (part 139)

Unit Sector(s)

Not applicable.

Competency field

Competency Field

O - Security

AVIR3001B Service customer airline contracts

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to service customer airline contracts in accordance with contract specifications and standards, regulatory requirements and workplace procedures, including interpreting customer contract requirements, coordinating the provision of contracted services, handling problems and issues, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures, contracted service specifications and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the interpretation and application of operational procedures, contract requirements and regulatory requirements when coordinating the provision of contracted services to customer airlines across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret customer airline contract requirements	<p>1.1 Details of customer airline contract services and provisions are obtained and accurately interpreted</p> <p>1.2 Appropriate action is taken to prepare for and organise the provision of contracted services to the customer airline</p> <p>1.3 Team work is used to maximise efficiency and effectiveness</p>
2 Coordinate the provision of customer airline contract services	<p>2.1 Provision of customer airline contract services is coordinated in accordance with contract specifications and standards, precision timing schedules, regulatory requirements and workplace procedures</p> <p>2.2 Appropriate liaison is maintained with customer airline representatives concerning pertinent issues of service delivery in accordance with workplace procedures and contract arrangements</p> <p>2.3 Correct and safe use of required equipment and materials is monitored in accordance with regulatory requirements and workplace procedures</p> <p>2.4 Appropriate action is taken to ensure that correct manual handling techniques used are in accordance with OH&S requirements</p> <p>2.5 Compliance with safety and security requirements is implemented and monitored throughout the service period</p> <p>2.6 Identified problems and irregularities in service delivery are resolved in consultation with customer airline representatives in accordance with workplace procedures and contract arrangements</p> <p>2.7 Available opportunities are identified to enhance service delivery and appropriate action is taken to suggest and/or implement the identified opportunities in accordance with workplace procedures</p>
3 Handle problems and issues	<p>3.1 Problems and issues with customer airline contracts are identified and processed/reported in accordance with customer airline contract provisions</p> <p>3.2 Identified problems and irregularities in service delivery are resolved in consultation with airline representatives in accordance with workplace procedures and contract arrangements</p>
4 Complete documentation	<p>4.1 Documentation concerning the servicing of customer airline contracts is completed and processed in accordance with workplace procedures, contract specifications to customer airline satisfaction and relevant regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations, including manual handling procedures
- Different airline types and the variations in their requirements
- Customer contract specifications, standards and instructions
- Workplace procedures and standards for contracted services involved
- Relevant operating and safety procedures pertaining to the safe handling and use of equipment/materials
- Customer airline terminal layout and operations area and facilities
- Safety and security requirements of the customer airline
- Risks that exist when servicing customer airline contracts, and related risk control procedures and precautions
- Problems and issues that may occur when servicing customer airline contracts, and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when servicing customer airline contracts
- Read and interpret instructions, regulations, procedures and other information relevant to customer airline contracts
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to customer airline contracts
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing customer airline contracts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may occur when servicing customer airline contracts in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when servicing customer airline contracts
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when servicing customer airline contracts
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement and follow OH&S procedures and relevant regulations
- Identify and correctly use equipment required when servicing customer airline contracts

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Contracted services may be provided: | <ul style="list-style-type: none"> • in relation to both international and/or domestic airline operations • in accordance with regulatory and contract requirements • in any allowable operating and weather conditions |
| Performance may be demonstrated: | <ul style="list-style-type: none"> • in appropriately simulated situations and/or • in actual contracted service provision at an airport |
| Types of customer airline contract services may include: | <ul style="list-style-type: none"> • loading/unloading aircraft • loading/unloading baggage • cabin cleaning/fleet presentation |
| Types of aircraft may include: | <ul style="list-style-type: none"> • commercial passenger aircraft • freighter aircraft • defence/military aircraft • official government aircraft • commercial charter aircraft |
| Problems and irregularities that may occur during the provision of services to customer airlines may include: | <ul style="list-style-type: none"> • supply of materials • aircraft mechanisms • aircraft configurations • weather phenomena such as wind, storms, fog etc. • security issues |
| Persons consulted when servicing customer airline contracts may include: | <ul style="list-style-type: none"> • members of the contract support teams • supervisors, team leaders and managers • representatives of the customer airline contracting the services • technical staff |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulatory requirements pertaining to the contracted services concerned • relevant OH&S and environmental regulations • customer contract specifications, standards and instructions • workplace procedures and instructions and job |

RANGE STATEMENT

- Applicable regulations and legislation may include:
- specification
 - relevant operational checklists
 - emergency procedures
 - relevant equipment logs/records
 - manufacturers specifications and instructions for the equipment/materials used when delivering contracted services
 - induction and training materials
 - airport specific rules and regulations
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - licence requirements of the relevant licensing authority
 - local instructions
 - relevant OH&S legislation
 - environmental protection legislation
 - relevant Australian Standards
 - applicable Defence regulations
 - industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

R - Contract and Procurement

AVIW2002B Operate an aerobridge

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate an aerobridge, including pre-positioning the aerobridge, docking with an aircraft on arrival and retracting the aerobridge upon departure. Types of aerobridges may vary from airport to airport and generic performance criteria provided in this unit may therefore need to be adapted, as required, to accommodate the operating procedures recommended by the manufacturers of the aerobridges concerned. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and safety regulations to the operation of aerobridges at relevant commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Pre-position aerobridge	<p>1.1 Key is turned to activate the aerobridge in accordance with workplace procedures and manufacturers instructions</p> <p>1.2 Appropriate checks are made to ensure roll-door is down and apron is clear in accordance with workplace procedures and regulatory requirements</p> <p>1.3 Where required, floodlights are activated in accordance with workplace procedures</p> <p>1.4 The aerobridge is pre-positioned for aircraft type in accordance with workplace procedures and manufacturers instructions</p> <p>1.5 Roll-door is left in down position in readiness for aircraft arrival in accordance with regulatory requirements</p> <p>1.6 Dock with aircraft</p>
2 Open roll-door in accordance with workplace procedures and regulatory requirements in preparation for aircraft arrival	<p>2.1 After engine shutdown, aerobridge is manoeuvred towards the aircraft with the joystick in accordance with manufacturers instructions and workplace procedures for the type of aircraft being docked</p> <p>2.2 Position of aerobridge is monitored and once in contact with aircraft, joystick is released</p> <p>2.3 Aerobridge is placed on auto level in accordance with manufacturers instructions</p> <p>2.4 Position is taken at aerobridge controls on arrival of the aircraft</p> <p>2.5 Aerobridge safety strap is retracted in accordance with workplace procedures</p> <p>2.6 Pre-operational checks of aerobridge are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>2.7 Retract from aircraft</p> <p>2.8 Aircraft door is opened and safety shoe positioned in accordance with workplace procedures and regulatory requirements</p>
3 Remove safety shoe and relocate in accordance with workplace procedures	<p>3.1 Aerobridge safety strap is positioned in accordance with regulatory requirements and workplace procedures</p> <p>3.2 Aerobridge is backed off aircraft at least 1800 mm using the joystick in accordance with manufacturers instructions and workplace procedures</p> <p>3.3 Canopy is retracted</p> <p>3.4 Canopy is lowered and locked into position in accordance with workplace procedures and manufacturers instructions</p> <p>3.5 Aerobridge is turned on in accordance with manufacturers instructions</p>

ELEMENT

PERFORMANCE CRITERIA

- 3.6 Once aircraft has departed, the aerobridge's pre-position function is selected and the aerobridge is returned to PARK position
- 3.7 Roll-door is closed to down position in accordance with regulatory requirements
- 3.8 The aerobridge is turned off and the key is removed in accordance with manufacturers instructions and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of aerobridge operation
- Features and differences in operating characteristics for various types of aerobridges in operation at Australian airports
- Workplace procedures for operating an aerobridge
- Manufacturers instructions for checking and operating an aerobridge
- Risks that exist when operating an aerobridge and related risk control procedures and precautions
- Problems that may occur when operating an aerobridge and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when operating an aerobridge
- Read and interpret instructions, regulations, procedures and other information relevant to an aerobridge
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to an aerobridge
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating an aerobridge
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating an aerobridge in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating an aerobridge
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating an aerobridge
- Monitor work activities in terms of planned schedule
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Implement OH&S procedures and relevant regulations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Identify and correctly use equipment required when operating an aerobridge
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aerobridge operation may be carried out:	<ul style="list-style-type: none"> • for aircraft types for which the aerobridge has been programmed • in any allowable operating and weather conditions • in accordance with enterprise and operational requirements
Performance may be demonstrated on:	<ul style="list-style-type: none"> • an operational aerobridge at an airport, and/or • an approved aerobridge simulator
Persons consulted during aerobridge operation may include:	<ul style="list-style-type: none"> • cabin crew and flight crew members • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to aerobridge operation • OH&S regulations • workplace procedures and instructions and job specification • aerobridge operational checklists • emergency procedures • flight schedules • manufacturers specifications and instructions for the aerobridge being operated • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • relevant OH&S legislation • environmental protection legislation • relevant Australian Standards • industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2008B Conduct baggage handling operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct baggage handling operations in accordance with OH&S and other regulatory requirements, including handling the baggage using correct manual handling techniques, and identifying unusual or abnormal baggage and taking appropriate action to deal with it and/or report it in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant OH&S and other relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and OH&S and other relevant regulations during baggage handling operations at commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Handle baggage	<p>1.1 Baggage handling is conducted in accordance with operational priorities and requirements and directions from supervisor/team leader</p> <p>1.2 Correct manual handling principles and techniques are applied at all times when handling various types, weight and shape of baggage</p> <p>1.3 Baggage tags are checked to identify if bag is marked heavy or fragile</p> <p>1.4 Baggage is lifted and manoeuvred in accordance with OH&S and workplace procedures relevant to the tag indications on the baggage</p> <p>1.5 Baggage with unusual shape or perceived hazard is identified and appropriate assistance sought from other team members to lift and move the baggage concerned</p> <p>1.6 Baggage is stacked on or in the cart/ belt/container in accordance with OH&S and other relevant regulatory requirements and workplace procedures</p> <p>1.7 Late baggage is collected, handled and delivered to aircraft in accordance with workplace procedures</p>
2 Deal with abnormal baggage handling situations	<p>2.1 Baggage identified as heavy, fragile or having other unusual characteristics is handled in accordance with the workplace procedures and regulatory requirements specified for the type of baggage concerned</p> <p>2.2 Baggage with an unintelligible or missing tag is identified and processed/reported in accordance with the procedures for the baggage handling system concerned</p> <p>2.3 Baggage which has been damaged is identified and reported/processed in accordance with workplace procedures</p> <p>2.4 Baggage found to be leaking suspicious or potentially dangerous substances is isolated and reported in accordance with workplace procedures and regulatory requirements</p> <p>2.5 Baggage suspected of being a security risk is immediately isolated/reported in accordance with workplace procedures and regulatory requirements</p> <p>2.6 Problems that may occur during baggage handling operations are identified and appropriate action is taken to rectify and/or report the problem in accordance with the workplace procedures and regulatory requirements</p> <p>2.7 Safety hazards in the baggage handling work area are identified and appropriate action is taken to minimise/eliminate the risk in accordance with OH&S procedures and workplace hazard</p>

ELEMENT

PERFORMANCE CRITERIA

control strategies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- The principles of safe and effective baggage handling
- Features and differences in various types of baggage handling equipment used at Australian airports
- Workplace procedures for baggage handling operations
- Manufacturers instructions for relevant equipment used during baggage handling operations
- Risks that exist when carrying out baggage handling operations and related risk control procedures and precautions
- Problems that may occur when carrying out baggage handling operations and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when conducting baggage handling operations
- Read and interpret instructions, regulations, procedures and other information relevant to baggage handling operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to baggage handling operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting baggage handling operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting baggage handling operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting baggage handling operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting baggage handling operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct baggage handling operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Baggage handling operations may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • at both major airports and regional airports • within a fully manual process or in conjunction with automated baggage handling/management equipment • in relation to any aircraft types in service in Australia • in accordance with enterprise and operational requirements
Performance may be demonstrated on:	<ul style="list-style-type: none"> • appropriately simulated baggage handling situations • an operational baggage handling situation at an airport
Persons consulted during baggage handling operations may include:	<ul style="list-style-type: none"> • other members of the baggage handling team(s) • supervisors and managers • check-in staff • aircrew • technical staff
Baggage may include:	<ul style="list-style-type: none"> • passengers' baggage • containers/cans loaded with passengers' baggage/freight • freight
Hazards that may exist when carrying out baggage handling operations may include, but are not restricted to:	<ul style="list-style-type: none"> • use of incorrect lifting techniques for the baggage concerned • heavy baggage • overweight baggage • baggage of unusual shape or physical size • incorrectly labelled baggage • baggage containing illegal substances • baggage found to be a security risk • moving belts and automated baggage equipment • moving airport vehicles and tugs in the vicinity of baggage handling areas • jet blast • noise • dust
Required personal protective equipment may include, but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Equipment involved in baggage	<ul style="list-style-type: none"> • baggage cart

RANGE STATEMENT

handling operations may include:

- barrow
- baggage belts
- baggage containers or cans
- automated baggage handling systems

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to baggage handling operations
- OH&S regulations
- workplace procedures and instructions and job specification
- baggage handling checklists
- emergency procedures
- flight schedules
- local instructions
- manufacturers specifications and instructions relevant to baggage handling equipment
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to baggage handling operations
- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to baggage handling operations
- Civil Aviation Act
- local instructions
- relevant OH&S legislation
- environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2010B Operate baggage tug

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a baggage tug, including conducting pre- and post-operational checks, operating the tow baggage tug in accordance with licence and regulatory requirements, coupling/uncoupling baggage carts and other relevant equipment, and parking and storing tug at end of operations. Types of baggage tug may vary from airport to airport and generic performance criteria provided in this unit may therefore need to be adapted, as required, to accommodate the operating procedures recommended by the manufacturers of the baggage tug concerned. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and safety regulations to the operation of baggage tugs at relevant commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct pre-operational checks on baggage tug	<p>1.1 Pre-operational checks of baggage tug are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>1.2 Where applicable, fluid levels are topped up where required in accordance with workplace procedures</p> <p>1.3 Faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p>
2 Operate baggage tug	<p>2.1 Baggage tug is manoeuvred to required location in preparation for haulage operations in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.2 Baggage tug is coupled to baggage carts or other ramp equipment as directed</p> <p>2.3 Baggage tug is operated in accordance with workplace procedures, OH&S regulations and manufacturers instructions</p> <p>2.4 Hazards associated with the operation of the baggage tug are recognised and appropriate precautions are taken in accordance with OH&S regulations and workplace hazard management strategies</p> <p>2.5 Baggage cart or ramp equipment is hauled to required location and uncoupled in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.6 Instructions for the next operation are obtained and the baggage tug driven to the required location in accordance with workplace procedures, local instructions and regulatory requirements</p>
3 Shut down, park and store baggage tug	<p>3.1 At the completion of all scheduled haulage activities, tug is manoeuvred to and parked/stored in storage bay/area in accordance with workplace procedures</p> <p>3.2 Any faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p> <p>3.3 Post-operational checks of baggage tug are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>3.4 Where applicable, baggage tug is refuelled and fluid levels topped up in accordance with workplace procedures, relevant regulatory requirements and manufacturers instructions</p>

ELEMENT

PERFORMANCE CRITERIA

- 3.5 Where applicable, batteries (on an electric baggage tug) are connected for recharge in accordance with workplace procedures
- 3.6 Equipment log or other required documentation is completed in accordance with workplace procedures, local instructions and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental protection procedures and regulations
- Principles of baggage tug operation
- Features and differences in operating characteristics for various types of baggage tugs in operation at Australian airports
- Workplace procedures for operating a baggage tug
- Layout of airport and location of aircraft gates
- Relevant local instructions pertaining to baggage tug operation
- Manufacturers instructions for checking and operating a baggage tug
- Risks that exist when operating a baggage tug and related risk control procedures and precautions
- Problems that may occur when operating a baggage tug and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when operating baggage tug
- Read and interpret instructions, regulations, procedures and other information relevant to operating baggage tug
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating baggage tug
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating baggage tug
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating baggage tug in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating baggage tug
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating baggage tug
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating baggage tug

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Baggage tug operations may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in approved simulated baggage tug operational situations, and/or • during baggage tug operations at an airport
Types of tow motor/push-out tug may include:	<ul style="list-style-type: none"> • diesel engine baggage tugs and/or • electric battery operated baggage tugs
Hazards that may exist when operating baggage tugs may include but are not restricted to:	<ul style="list-style-type: none"> • other vehicles/aircraft in the vicinity • personnel in the operational area • obstacles in the operational area • jet blast • noise • dust
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Pre-operational checks may include:	<ul style="list-style-type: none"> • fluid levels (where applicable) • battery charge (where applicable) • fuel level where applicable • visual inspection for faults or defects
Persons consulted during baggage tug operation may include:	<ul style="list-style-type: none"> • other members of the baggage handling and ramp teams • aircrew • load controllers • supervisors, team leaders and managers • check-in staff • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders and local instructions relevant to baggage

RANGE STATEMENT

include:

- tug operations
- OH&S regulations
- workplace procedures and instructions and job specification
- baggage tug operational checklists
- pre- and post-operational checklists
- equipment logs/records
- emergency procedures
- flight schedules and aircraft gate schedules
- manufacturers specifications and instructions for the baggage tug being operated
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- licence requirements of the relevant licensing authority
- local instructions
- relevant OH&S legislation
- relevant environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2029A Operate aircraft refuelling nozzle

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a fuel nozzle for refuelling of aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of quality control procedures and regulatory requirements to the operation of an aircraft refuelling nozzle and conduct of hot refuelling of aircraft across a variety of operational contexts within the Australian aviation industry.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision usually within a team environment.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for refuelling operations	1.1 Pre-operational checks of equipment are conducted in accordance with workplace procedures 1.2 Hazards, problems and/or defects identified during pre-operational checks are reported/rectified in accordance with workplace procedures 1.3 Outcomes of pre-operational checks are recorded in accordance with workplace procedures 1.4 Refuelling site is selected 1.5 Personal protective equipment is fitted
2 Carry out refuelling operations	2.1 Clearance to commence refuelling is obtained 2.2 Nozzle is grounded and the bonding lead is connected to the aircraft in accordance with workplace procedures 2.3 Instructions regarding fuel quantity are obtained 2.4 Care is taken that dust caps are not placed inside wing panels 2.5 Aircraft is refuelled in accordance with workplace procedures
3 Complete post-refuelling operations	3.1 Refuelling completion operations are conducted in accordance with workplace procedures 3.2 Fuel sample is taken and visual check is made prior to aircraft departure in accordance with workplace procedures 3.3 Equipment is disconnected and stowed in accordance with workplace procedures 3.4 Post refuelling documentation is completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations pertaining to quality control processes carried out when operating an aircraft refuelling nozzle
- Relevant OH&S and environmental procedures and regulations
- Knowledge of quality control principles and processes as they apply to the operation of an aircraft refuelling nozzle
- Workplace procedures for conducting various quality control operations related to operating an aircraft refuelling nozzle
- Manufacturers instructions for equipment used in quality control processes
- Risks that exist when operating an aircraft refuelling nozzle and related risk control procedures and precautions
- Problems that may occur when operating an aircraft refuelling nozzle and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when operating an aircraft refuelling nozzle
- Read and interpret instructions, regulations, procedures and other information relevant to operating an aircraft refuelling nozzle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating an aircraft refuelling nozzle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating an aircraft refuelling nozzle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating an aircraft refuelling nozzle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating an aircraft refuelling nozzle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating an aircraft refuelling nozzle
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating an aircraft refuelling nozzle

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- conducting pre-operational checks and reporting/rectifying identified hazards, problems and/or defects
- refuelling aircraft in accordance with workplace procedures
- taking fuel sample and conducting visual check prior to aircraft departure

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Refuelling operations may include:

- various aircraft types
- international, domestic and regional airports
- variable weather conditions including day and night
- single or team operations

Pre-operational checks may include:

- serviceability of ladder or portable steps
- fire extinguisher
- personal protective equipment (PPE)
- visual inspection for leaks, defects and obstructions
- sufficient fuel
- radio check
- documentation
- auxiliary equipment check

Workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- local instructions
- standard operating procedures
- manufacturers instructions

Hazards, problems and/or defects may include:

- hot engines, static electricity, sparks and other forms of ignition
- contamination of or from materials being handled
- spills, leakages, ruptures
- fuel vapours
- other aircraft or vehicles on tarmac
- jet blast or rotor wash
- rotating propellers
- hazardous or dangerous materials
- noise
- dust
- heat
- other additives (e.g. water, methanol, icing inhibitors)

Personal protective equipment may include:

- gloves
- safety glasses
- hearing protection
- safety headwear and footwear

RANGE STATEMENT

- Clearance to refuel may include:
- mask or respirator
 - high visibility clothing
 - approved clothing
 - air traffic control
 - aircraft pilot
 - aircrew
 - airline engineers
 - supervisors or managers
 - other refuelling staff
 - ground support staff
 - technical staff
- Instructions may include:
- interpersonal communications
 - written
 - radio
 - telephone
 - other electronic means
- Post-refuelling documentation may include:
- written
 - electronic
- Information/documents may include:
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to refuelling operations
 - International Air Transport Association (IATA) Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
 - OH&S and environmental protection regulations
 - workplace procedures and instructions and job specification
 - airport airside drivers handbook
 - loading and fuelling operational checklists
 - emergency procedures
 - flight schedules
 - manufacturers specifications and instructions for the fueller/dispenser vehicle and auxiliary equipment
 - induction and training manuals
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and legislation may include:
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)

RANGE STATEMENT

- Australian Dangerous Goods Code (ADG Code)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2030A Be airborne extracted by suspended rope

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by an individual as part of a team to be extracted from the ground by a helicopter using a suspended fixed rope. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and suspended rope policies, regulations, protocols and procedures required to be extracted using a suspended fixed rope from a helicopter.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision as part of a team and within organisational guidelines.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Observe helicopter safety	<p>1.1 Dress and equipment is secured for operating in and around a helicopter</p> <p>1.2 Helicopter is approached and exited in a safe manner in accordance with workplace procedures and/or aircrew instructions</p> <p>1.3 Individual seating is occupied and restraint devices are applied</p> <p>1.4 Identified hazards are communicated to team members</p> <p>1.5 Aircrew and safety officer instructions are followed</p> <p>1.6 Environmental conditions and alternative routes to/from helicopter are identified</p>
2 Prepare for suspended extraction	<p>2.1 Extraction by suspended rope instructions are received and confirmed as required</p> <p>2.2 Workplace procedures, OH&S requirements and safety control measures are applied</p> <p>2.3 Operational and suspended rope extraction equipment including personal protective equipment (PPE) is selected and fitted in accordance with workplace procedures</p> <p>2.4 Damage to operational, suspended extraction and safety equipment is reported and remedial action taken in accordance with workplace procedures</p>
3 Extract using fixed suspended extraction rope	<p>3.1 Extraction point is identified and attended in accordance with instructions</p> <p>3.2 Individual equipment safety checks are conducted in accordance with workplace procedures</p> <p>3.3 Individual extraction equipment is secured to the fixed suspended rope ready for extraction in accordance with workplace procedures</p> <p>3.4 Security device is attached to the individual and operational equipment in accordance with workplace procedures</p> <p>3.5 Extraction techniques are performed in accordance with workplace procedures</p> <p>3.6 Suspended extraction emergency and contingency procedures are applied, as required in accordance with workplace procedures</p> <p>3.7 Extraction and operational equipment are monitored for stability during extraction</p> <p>3.8 Verbal and non-verbal communications are maintained</p> <p>3.9 Situational awareness is maintained</p> <p>3.10 Emergency and contingency procedures are conducted as required</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to airborne extraction by suspended rope
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Characteristics of helicopters including their safety features and operating requirements
- Hazards that exist when being airborne extracted by suspended rope
- Safety equipment operation
- Manufacturers instructions for equipment used for airborne extraction by suspended rope
- Risks that exist when being airborne extracted by suspended rope
- Problems that may occur when being airborne extracted by suspended rope

Required skills:

- Operate helicopter restraint, safety and emergency equipment
- Apply the tactics, techniques and procedures applicable to the organisation
- Follow defined organisational and aircraft OH&S policy and procedures
- Identify, operate and control applicable operational equipment
- Communicate effectively with others when being airborne extracted by suspended rope
- Read, interpret and follow instructions, regulations, procedures and other information relevant to being airborne extracted by suspended rope
- Complete documentation related to being airborne extracted by suspended rope
- Work collaboratively with others and as a member of a team when being airborne extracted by suspended rope
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when being airborne extracted by suspended rope in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when being airborne extracted by suspended rope
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when being airborne extracted by suspended rope
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule

REQUIRED KNOWLEDGE AND SKILLS

- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - observing helicopter safety including safe approach and exit
 - applying individual equipment safety checks
 - performing extraction techniques in accordance with workplace procedures
 - applying suspended extraction emergency and contingency procedures in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazards may include:

- wire/powerlines/fences
- livestock
- native fauna
- masts/aerials
- terrain
- weather conditions
- poor visibility
- public
- trees
- dust
- vehicles
- buildings

Environmental conditions may include:

- climate and weather variations
- geographical and geological variations including sloping and unstable ground
- variations due to vegetation and urban structures
- ground conditions including dust and other particles

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- manufacturers instructions

Emergency and contingency procedures may include:

- aircraft fire
- aircraft malfunction prior to take-off
- emergency landing procedures
- aircraft crash landing
- aircraft collision
- engine failure over landing site
- (for Defence) procedures to evade hostile action against aircraft or self
- collision with others or obstacles
- loss of visibility
- fixed rope caught in tree
- damaged or kinked rope
- aborted operation

RANGE STATEMENT

Operational and suspended extraction equipment may include:	<ul style="list-style-type: none">• search and rescue equipment• communications equipment• military equipment• commercial in-service rappelling harness• improvised tubular webbing harness• rope attachment device (locking karabiner)• individual load carrying equipment (ILCE)
Personal protective equipment (PPE) may include:	<ul style="list-style-type: none">• hearing protection• eye protection goggles• protective clothing• footwear• life jacket• high visibility clothing• personal lighting and beacons• helmet• rappelling gloves
Individual equipment safety checks may include:	<ul style="list-style-type: none">• operational equipment• harness and ascender• karabiner attached to bottom loop• weapons checks• personal protective equipment checks
Security device may include:	<ul style="list-style-type: none">• chest ascender• winch collar
Communications may include:	<ul style="list-style-type: none">• interpersonal communications• radio• hand signals
Situational awareness may include:	<ul style="list-style-type: none">• monitoring altitude/height• orientation to ground and/or aircraft• monitoring the position of other team members
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• operations manuals• workplace procedures and instructions and job specification• induction and training materials
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and

RANGE STATEMENT

Instructions

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2031A Be airborne extracted using suspended extraction equipment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by an individual to be extracted from the ground by a helicopter using suspended extraction equipment. Licensing, legislative regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and suspended extraction policies, regulations, protocols and procedures required to be extracted using suspended extraction equipment from a helicopter.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision as part of a team and within organisational guidelines.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Observe helicopter safety	<p>1.1 Dress and equipment is secured for operating in and around a helicopter</p> <p>1.2 Helicopter is approached and exited in a safe manner in accordance with workplace procedures and/or aircrew instructions</p> <p>1.3 Individual seating is occupied and restraint devices are applied</p> <p>1.4 Identified hazards are communicated to team members</p> <p>1.5 Aircrew and safety officer instructions are followed</p> <p>1.6 Environmental conditions and alternative routes to/from helicopter are identified</p>
2 Prepare for extraction by suspended equipment	<p>2.1 Extraction by suspended equipment instructions are received and confirmed as required</p> <p>2.2 Workplace procedures, OH&S requirements and safety control measures are applied</p> <p>2.3 Operational and individual extraction equipment including personal protective equipment (PPE) is selected and fitted in accordance with the nature of the recovery activity being undertaken and workplace procedures</p> <p>2.4 Damage to operational, individual extraction and safety equipment is reported and remedial action taken in accordance with workplace procedures</p>
3 Extract by suspended equipment	<p>3.1 Extraction point is identified and attended in accordance with instructions</p> <p>3.2 Individual equipment checks are conducted in accordance with workplace procedures</p> <p>3.3 Individual extraction equipment is secured to the recovery equipment in accordance with workplace procedures</p> <p>3.4 Security device is attached to the individual and operational equipment in accordance with workplace procedures</p> <p>3.5 Suspended equipment is used to ascend and aircraft is emplaned in accordance with supervisor or aircrew instructions</p> <p>3.6 Extraction and operational equipment are monitored for stability during extraction</p> <p>3.7 Verbal and non-verbal communications are maintained</p> <p>3.8 Situational awareness is maintained</p> <p>3.9 Emergency and contingency procedures are conducted as required</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to airborne extraction using suspended extraction equipment
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Characteristics of helicopters including their safety features and operating requirements
- Hazards that exist when being airborne extracted using suspended extraction equipment
- Safety equipment operation
- Manufacturers instructions for equipment used for airborne extraction using suspended extraction equipment
- Risks that exist when being airborne extracted using suspended extraction equipment
- Problems that may occur when being airborne extracted using suspended extraction equipment

Required skills:

- Operate helicopter restraint, safety and emergency equipment
- Apply the tactics, techniques and procedures applicable to the organisation
- Follow defined organisational and aircraft OH&S policy and procedures
- Identify, operate and control applicable operational equipment
- Communicate effectively with others including as a member of a team when being airborne extracted using suspended extraction equipment
- Read, interpret and follow instructions, regulations, procedures and other information relevant to being airborne extracted using suspended extraction equipment
- Complete documentation related to being airborne extracted using suspended extraction equipment
- Work collaboratively with others when being airborne extracted using suspended extraction equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when being airborne extracted using suspended extraction equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when being airborne extracted using suspended extraction equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when being airborne extracted using suspended extraction equipment

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - observing helicopter safety including safe approach and exit
 - applying individual equipment safety checks
 - ascending suspended equipment and emplaning aircraft in accordance with supervisor or aircrew instructions
 - monitoring extraction and operational equipment stability during extraction

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazards may include:

- wire/powerlines/fences
- livestock
- native fauna
- masts/aerials
- terrain
- weather conditions
- poor visibility
- public
- trees
- dust
- vehicles
- buildings

Environmental conditions may include:

- climate and weather variations
- geographical and geological variations including sloping and unstable ground
- variations due to vegetation and urban structures
- ground conditions including dust and other particles

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- manufacturers instructions

Emergency and contingency procedures may include:

- aircraft fire
- aircraft malfunction prior to take-off
- emergency landing procedures
- aircraft crash landing
- aircraft collision
- engine failure over landing site
- (for Defence) procedures to evade hostile action against aircraft or self
- suspended equipment failure
- hang-up
- collision with others or obstacles
- inversion
- loss of visibility

RANGE STATEMENT

	<ul style="list-style-type: none"> • rappel rope caught in tree • damaged or kinked rope • loss of rappel control during ascend • aborted operation • emergency retrieval
Operational and suspended extraction equipment may include:	<ul style="list-style-type: none"> • search and rescue equipment • casualty evacuation equipment • communications equipment • military equipment • commercial in-service rappelling harness • improvised tubular webbing harness • rope attachment device (locking karabiner) • winch • caving ladder • casualty evacuation litter • mechanical friction device and lanyard
Personal protective equipment (PPE) may include:	<ul style="list-style-type: none"> • hearing protection • eye protection goggles • protective clothing • footwear • life jacket • high visibility clothing • personal lighting and beacons • helmet • rappelling gloves
Individual equipment safety checks may include:	<ul style="list-style-type: none"> • operational equipment • harness and ascender • weapons checks • personal protective equipment checks
Security device may include:	<ul style="list-style-type: none"> • chest ascender • winch collar
Communications may include:	<ul style="list-style-type: none"> • interpersonal communications • radio • hand signals
Situational awareness may include:	<ul style="list-style-type: none"> • monitoring altitude/height • orientation to ground and/or aircraft • monitoring the position of other team members
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and

RANGE STATEMENT

Applicable regulations and legislation may include:

- Instructions
- operations manuals
 - workplace procedures and instructions and job specification
 - induction and training materials
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2032A Fast rope from a helicopter

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by an individual to deploy from a helicopter as part of a team using fast rope technique(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and rappelling policies, regulations, protocols and procedures required to safely fast rope from a helicopter.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision within organisational guidelines.

This unit of competency is nominally packaged at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Observe helicopter safety	1.1 Dress and equipment is secured for operating in and around a helicopter 1.2 Helicopter is approached and exited in a safe manner in accordance with workplace procedures and/or aircrew instructions 1.3 Individual seating is occupied and restraint devices are applied 1.4 Identified hazards are communicated to fast rope team members 1.5 Aircrew instructions are followed 1.6 Environmental conditions and alternative routes to/from helicopter are identified
2 Prepare for fast roping operation	2.1 Fast roping descent instructions are received and confirmed as required 2.2 Workplace procedures, OH&S requirements and safety control measures are applied 2.3 Operational and fast rope equipment including personal protective equipment (PPE) is selected and fitted in accordance with workplace procedures 2.4 Individual and supervisor pre-flight checks of fast rope equipment are conducted 2.5 Damage to operational, fast rope and safety equipment is reported and remedial action taken in accordance with workplace procedures
3 Emplane and complete onboard procedures	3.1 Aircraft is approached and emplaned in accordance with workplace procedures 3.2 Fast ropes are secured to allocated rope attachment device (RAD), checked and prepared for flight 3.3 Ropers and operational equipment are secured prior to flight 3.4 Aircrew orders and instructions are complied with 3.5 Fast ropes and operational equipment is monitored during flight 3.6 Communications and directions are interpreted and relayed to rappel team members 3.7 Individual in-flight safety checks are conducted
4 Prepare to fast rope from hovering helicopter	4.1 Fast rope exit positions are adopted under supervision of aircrew and safety officer 4.2 Positions are resumed within the aircraft on abort instruction from aircrew
5 Fast rope from helicopter	5.1 Fast ropes are deployed on instruction from safety officer 5.2 Aircraft is exited on instruction of aircrew or safety officer 5.3 Emergency and contingency procedures are completed as

ELEMENT

PERFORMANCE CRITERIA

required

5.4 Situational awareness is maintained

5.5 Fast rope is descended in a controlled manner

5.6 Landing and clearance of roping point is conducted in accordance with workplace procedures

5.7 Individual, team and equipment are gathered at designated assembly point

6 De-service fast rope equipment

6.1 Area is cleared in preparation for de-servicing of fast rope equipment in accordance with workplace procedures

6.2 Fast rope and operational equipment is de-serviced and stowed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to fast roping from a helicopter
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Characteristics of helicopters including their safety features and operating requirements
- Hazards that exist when fast roping from a helicopter
- Safety equipment operation
- Manufacturers instructions for equipment used for fast roping from a helicopter
- Risks that exist when fast roping from a helicopter
- Problems that may occur when fast roping from a helicopter

Required skills:

- Operate helicopter restraint, safety and emergency equipment
- Apply the tactics, techniques and procedures of fast roping applicable to the organisation
- Follow defined organisational and aircraft OH&S policy and procedures
- Identify, operate and control fast rope and operational equipment
- Communicate effectively with others including working as a member of a team when fast roping from a helicopter
- Read, interpret and follow instructions, regulations, procedures and other information relevant to fast roping from a helicopter
- Complete documentation related to fast roping from a helicopter
- Work collaboratively with others when fast roping from a helicopter
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when fast roping from a helicopter in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when fast roping from a helicopter
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when fast roping from a helicopter
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - approaching and exiting helicopter in a safe manner in accordance with workplace procedures and/or aircrew instructions
 - conducting fast rope equipment and operational equipment individual and supervisor pre-flight and in-flight checks
 - descending fast rope in a controlled manner
 - de-servicing and stowing fast rope and operational equipment in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazards may include:

- wire/powerlines/fences
- livestock
- native fauna
- masts/aerials
- terrain
- weather conditions
- poor visibility
- public
- trees
- dust
- vehicles
- buildings

Environmental conditions may include:

- climate and weather variations
- geographical and geological variations including sloping and unstable ground
- variations due to vegetation and urban structures
- ground conditions including dust and other particles

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- manufacturers instructions

Emergency and contingency procedures may include:

- aircraft fire
- aircraft malfunction prior to take-off
- emergency landing procedures
- aircraft crash landing
- aircraft collision
- engine failure over landing site
- (for Defence) procedures to evade hostile action against aircraft or self
- roper hang-up
- roper lost brake
- roper injury on landing
- roper collision with others or obstacles
- roper inversion

RANGE STATEMENT

Operational and fast rope equipment may include:	<ul style="list-style-type: none">• loss of visibility• fast rope caught in tree• damaged or kinked rope• loss of roper control during descent• aborted operation• emergency retrieval of roper(s)• search and rescue equipment• incident response equipment• communications equipment• military equipment• individual load carrying equipment (ILCE)
Personal protective equipment (PPE) may include:	<ul style="list-style-type: none">• hearing protection• eye protection goggles• protective clothing• footwear• life jacket• high visibility clothing• personal lighting and beacons• helmet• rappelling gloves• leg bags
Communications may include:	<ul style="list-style-type: none">• interpersonal communications• radio• hand signals
Individual in-flight safety checks may include:	<ul style="list-style-type: none">• seatbelt/restraint device• weapons checks• equipment checks• fast roping equipment checks• personal protective equipment checks
Fast rope exit positions may include:	<ul style="list-style-type: none">• sitting• kneeling• crouching
Situational awareness may include:	<ul style="list-style-type: none">• monitoring altitude/height• orientation to ground and/or aircraft• monitoring the position of other team members
Assembly point may include:	<ul style="list-style-type: none">• marshalling area
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and

RANGE STATEMENT

Applicable regulations and legislation may include:

- Instructions
- operations manuals
 - workplace procedures and instructions and job specification
 - induction and training materials
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW2033A Rappel from a helicopter

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by an individual to rappel from a helicopter using a personal rappel line. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of safety and rappelling policies, regulations, protocols and procedures required to safely rappel from a helicopter

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited supervision within organisational guidelines.

This unit of competency is nominally package at Certificate II.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Observe helicopter safety	1.1 Dress and equipment is secured for operating in and around a helicopter 1.2 Helicopter is approached and exited in a safe manner in accordance with workplace procedures and/or aircrew instructions 1.3 Individual seating is occupied and restraint devices are applied 1.4 Identified hazards are communicated to rappel team members 1.5 Aircrew instructions are followed 1.6 Environmental conditions and alternative routes to/from helicopter are identified
2 Prepare for rappelling operation	2.1 Rappelling descent instructions are received and confirmed as required 2.2 Workplace procedures, OH&S requirements and safety control measures are applied 2.3 Operational and rappel equipment including personal protective equipment (PPE) is selected and fitted in accordance with workplace procedures 2.4 Individual and supervisor pre-flight checks of rappel equipment are conducted 2.5 Damage to operational, rappel and safety equipment is reported and remedial action taken in accordance with workplace procedures
3 Emplane and complete onboard procedures	3.1 Aircraft is approached and emplaned in accordance with workplace procedures 3.2 Ropes are secured to allocated rope attachment device (RAD), checked and prepared for flight 3.3 Rappellers and operational equipment are secured prior to flight 3.4 Aircrew orders and instructions are complied with 3.5 Rappelling and operational equipment is monitored during flight 3.6 Communications and directions are interpreted and relayed to rappel team members 3.7 Individual in-flight safety checks are conducted
4 Prepare to rappel from hovering helicopter	4.1 Rappelling exit positions are adopted under supervision of aircrew and safety officer 4.2 Positions are resumed within the aircraft on abort instruction from aircrew
5 Rappel from helicopter	5.1 Aircraft is exited on instruction of aircrew or safety officer 5.2 Rappeller descends in a controlled manner in accordance with

ELEMENT

PERFORMANCE CRITERIA

workplace procedures

5.3 Emergency and contingency procedures are completed as required

5.4 Situational awareness is maintained

5.5 Rappeller lands in a controlled manner in accordance with workplace procedures

5.6 All clear signals are communicated to aircrew once descent is complete

5.7 Rappeller disconnects rope on landing and clears landing area in accordance with workplace procedures

5.8 Individual, team and equipment are gathered at designated assembly point

6 De-service rappel equipment

6.1 Area is cleared in preparation for de-servicing of rappel equipment in accordance with workplace procedures

6.2 Rappelling and operational equipment is de-serviced and stowed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to rappelling from a helicopter
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Characteristics of helicopters including their safety features and operating requirements
- Hazards that exist when rappelling from a helicopter
- Safety equipment operation
- Manufacturers instructions for equipment used for rappelling from a helicopter
- Risks that exist when rappelling from a helicopter
- Problems that may occur when rappelling from a helicopter

Required skills:

- Operate helicopter restraint, safety and emergency equipment
- Apply the tactics, techniques and procedures of rappelling applicable to the organisation
- Follow defined organisational and aircraft OH&S policy and procedures
- Identify, operate and control rappelling and operational equipment
- Communicate effectively with others including working as a member of a team when rappelling from a helicopter
- Read, interpret and follow instructions, regulations, procedures and other information relevant to rappelling from a helicopter
- Complete documentation related to rappelling from a helicopter
- Work collaboratively with others when rappelling from a helicopter
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when rappelling from a helicopter in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when rappelling from a helicopter
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when rappelling from a helicopter
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - approaching and exiting helicopter in a safe manner in accordance with workplace procedures and/or aircrew instructions
 - conducting rappel, operational and safety equipment individual and supervisor pre-flight and in-flight checks
 - descending landing in a controlled manner in accordance with workplace procedures
 - de-servicing and stowing rappelling and operational equipment in accordance with workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazards may include:

- wire/powerlines/fences
- livestock
- native fauna
- masts/aerials
- terrain
- weather conditions
- poor visibility
- public
- trees
- dust
- vehicles
- buildings

Environmental conditions may include:

- climate and weather variations
- geographical and geological variations including sloping and unstable ground
- variations due to vegetation and urban structures
- ground conditions including dust and other particles

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- manufacturers instructions

Emergency and contingency procedures may include:

- aircraft fire
- aircraft malfunction prior to take-off
- emergency landing procedures
- aircraft crash landing
- aircraft collision
- engine failure over landing site
- (for Defence) procedures to evade hostile action against aircraft or self
- rappeller hang-up
- rappeller lost brake
- rappeller injury on landing
- rappeller collision with others or obstacles
- rappeller inversion

RANGE STATEMENT

- loss of visibility
 - rappelling rope caught in tree
 - damaged or kinked rope
 - loss of rappel control during descent
 - aborted operation
 - emergency retrieval of rappeller(s)
 - rappeller lost balance during transition (premature exit)
- Operational and rappel equipment may include:
- search and rescue equipment
 - incident response equipment
 - communications equipment
 - military equipment
 - commercial in-service rappelling harness
 - improvised tubular webbing harness
 - descending device(s)
 - descent rope
 - individual load carrying equipment (ILCE)
- Personal protective equipment (PPE) may include:
- hearing protection
 - eye protection goggles
 - protective clothing
 - footwear
 - life jacket
 - high visibility clothing
 - personal lighting and beacons
 - helmet
 - rappelling gloves
 - leg bags
- Communications may include:
- interpersonal communications
 - radio
 - hand signals
- Individual in-flight safety checks may include:
- seatbelt/restraint device
 - weapons checks
 - equipment checks
 - rappelling equipment checks
 - personal protective equipment checks
- Rappel exit positions may include:
- 'L' position
 - forward exit
- Situational awareness may include:
- monitoring altitude/height
 - orientation to ground and/or aircraft
 - monitoring the position of other team members

RANGE STATEMENT

Assembly point may include:

- marshalling area

Information/documents may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- operations manuals
- workplace procedures and instructions and job specification
- induction and training materials

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3003B Operate aircraft embarkation and disembarkation equipment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate aircraft embarkation/disembarkation equipment, including pre- and post-operational checks of the equipment, pre-positioning the equipment prior to the arrival of the aircraft, positioning the equipment against the aircraft on arrival, and retracting the equipment prior to departure. Types of embarkation/disembarkation equipment may vary from airport to airport and may include both manually-operated and motorised equipment. The generic performance criteria provided in this unit may therefore need to be adapted, as required, to accommodate the operating procedures recommended by the manufacturers of the embarkation/disembarkation equipment concerned. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant licensing and regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and applicable licensing and regulatory requirements to the operation and positioning of manually-operated and motorised embarkation/disembarkation equipment across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct pre-operational checks	<p>1.1 Pre-operational checks of the embarkation/disembarkation equipment are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>1.2 Fluid levels are topped up where required in accordance with workplace procedures</p> <p>1.3 Faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p>
2 Operate embarkation/disembarkation equipment	<p>2.1 Embarkation/disembarkation equipment is pre-positioned to the assigned location in preparation for the arrival of the aircraft in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.2 Embarkation/disembarkation equipment is manoeuvred to aircraft and positioned against the fuselage in preparation for passenger embarkation/disembarkation in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.3 Embarkation/disembarkation equipment is operated in accordance with workplace procedures, OH&S regulations and manufacturers instructions</p> <p>2.4 Hazards associated with the operation of the embarkation/disembarkation equipment are recognised and appropriate precautions are taken in accordance with OH&S regulations and workplace hazard management strategies</p>
3 Retract and store embarkation/disembarkation equipment	<p>3.1 At the completion of passenger embarkation/disembarkation activities, equipment is withdrawn from aircraft and manoeuvred to assigned storage bay/area in accordance with workplace procedures and local instructions</p> <p>3.2 Post-operational checks of embarkation/disembarkation equipment are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>3.3 Any faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p> <p>3.4 Where applicable, embarkation/disembarkation equipment is refuelled and fluid levels topped up in accordance with workplace procedures, relevant regulatory requirements and manufacturers instructions</p> <p>3.5 Equipment log or other required documentation is completed in accordance with workplace procedures, local instructions and</p>

ELEMENT

PERFORMANCE CRITERIA

regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of operation of embarkation/disembarkation equipment
- Features and differences in operating requirements for various types of embarkation/disembarkation equipment in operation at Australian airports
- Workplace procedures for operating embarkation/disembarkation equipment
- Layout of airport and location of aircraft gates
- Relevant local instructions pertaining to the operation of embarkation/disembarkation equipment
- Manufacturers instructions for checking and operating embarkation/disembarkation equipment
- Hazards and associated risks that may exist when operating embarkation/disembarkation equipment and related risk control procedures and precautions
- Problems that may occur when operating embarkation/disembarkation equipment and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when preparing, operating, retracting and storing aircraft embarkation and disembarkation equipment
- Read and interpret instructions, regulations, procedures and other information relevant to aircraft embarkation and disembarkation equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft embarkation and disembarkation equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing, operating, retracting and storing aircraft embarkation and disembarkation equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may occur when preparing, operating, retracting or storing aircraft embarkation and disembarkation equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when preparing, operating, retracting or storing aircraft embarkation and disembarkation equipment
- Monitor and anticipate operational problems and hazards and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

when preparing, operating, retracting or storing aircraft embarkation and disembarkation equipment

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating aircraft embarkation and disembarkation equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operation of the embarkation/disembarkation equipment may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • in accordance with local instructions and regulatory and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in an appropriately simulated embarkation/disembarkation equipment workplace situation, and/or • on operational embarkation/disembarkation equipment at an airport
Embarkation/disembarkation equipment may include:	<ul style="list-style-type: none"> • manually operated mobile stairs • motorised mobile stairs • other types of embarkation/disembarkation equipment
Hazards that may exist in the operation of embarkation/disembarkation equipment may include:	<ul style="list-style-type: none"> • personnel in the vicinity of the aircraft • other vehicles in the vicinity of the aircraft • jet blast • noise • dust
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Pre- and post-operational checks may include:	<ul style="list-style-type: none"> • fluid levels (where applicable) • battery charge (where applicable) • fuel level (where applicable) • visual inspection for faults or defects
Persons consulted during embarkation/disembarkation equipment operation may include:	<ul style="list-style-type: none"> • other members of the baggage handling and ramp teams • aircrew • load controllers • supervisors, team leaders and managers • check-in staff • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs)

RANGE STATEMENT

Information/documents may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders and licensing requirements relevant to the operation of embarkation/disembarkation equipment
- OH&S regulations
- workplace procedures and instructions and job specification
- embarkation/disembarkation equipment operational checklists
- pre- and post-operational checklists
- equipment log/operational record
- emergency procedures
- flight schedules
- manufacturers specifications and instructions for the embarkation/disembarkation equipment being operated
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- licence requirements of the relevant licensing authority (where applicable)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3004B Operate ramp equipment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate ramp equipment at a commercial airport, including conducting pre- and post-operational checks, positioning and adjusting the equipment against the aircraft and safely operating the equipment to assist the ramp team to load/unload baggage. Types of ramp equipment may vary from airport to airport and generic performance criteria provided in this unit may therefore need to be adapted, as required, to accommodate the operating procedures recommended by the manufacturers of the ramp equipment concerned. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and safety regulations to the operation of ramp equipment at relevant commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct pre-operational checks	<p>1.1 Pre-operational checks of ramp equipment are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>1.2 Fluid levels are topped up where required in accordance with workplace procedures</p> <p>1.3 Faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p>
2 Operate ramp equipment as part of baggage loading/unloading operations	<p>2.1 Ramp equipment is manoeuvred to aircraft and positioned in preparation for baggage loading/unloading operations in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.2 Height of ramp equipment is adjusted to align with baggage hold doorway and baggage carts in accordance with workplace procedures and manufacturers instructions</p> <p>2.3 Ramp equipment is operated in accordance with workplace procedures, OH&S regulations and manufacturers instructions</p> <p>2.4 Hazards associated with the operation of the ramp equipment are recognised and appropriate precautions are taken in accordance with OH&S regulations and workplace hazard management strategies</p> <p>2.5 Correct manual handling techniques are applied when handling baggage as part of ramp operation activities in accordance with OH&S regulations and workplace procedures</p> <p>2.6 Loading/unloading of baggage is completed in collaboration with other members of the ramp team in accordance with team leader's/supervisor's directions, loading/trim sheets, workplace procedures and regulatory requirements</p>
3 Retract and store ramp equipment	<p>3.1 At the completion of ramp activities, equipment is retracted and manoeuvred to storage bay/area in accordance with workplace procedures</p> <p>3.2 Any faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p> <p>3.3 Post-operational checks of ramp equipment are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>3.4 Where applicable, ramp equipment is refuelled and fluid levels topped up in accordance with workplace procedures, relevant</p>

ELEMENT

PERFORMANCE CRITERIA

regulatory requirements and manufacturers instructions
3.5 Equipment log or other required documentation is completed in accordance with workplace procedures, local instructions and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of ramp equipment operation
- Features and differences in operating characteristics for various types of ramp equipment in operation at Australian airports
- Workplace procedures for operating ramp equipment
- Layout of airport and location of aircraft gates
- Relevant local instructions pertaining to ramp equipment operation
- Manufacturers instructions for checking and operating ramp equipment
- Risks that exist when operating ramp equipment and related risk control procedures and precautions
- Problems that may occur when operating ramp equipment and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when operating ramp equipment
- Read and interpret instructions, regulations, procedures and other information relevant to ramp equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to ramp equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating ramp equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating ramp equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating ramp equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating ramp equipment
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating ramp equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Ramp operations may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements
Performance may be demonstrated:	<ul style="list-style-type: none"> • in appropriately simulated ramp equipment situations and/or • on operational ramp equipment at an airport
Types of ramp equipment may include:	<ul style="list-style-type: none"> • belt loader • up-down pallet loader • baggage carts
Hazards that may exist when operating in-hold aircraft baggage systems may include but are not restricted to:	<ul style="list-style-type: none"> • other vehicles in the vicinity of the aircraft • personnel in the vicinity of the aircraft • jet blast • noise • dust
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Pre-operational checks may include:	<ul style="list-style-type: none"> • fluid levels (where applicable) • battery charge level (where applicable) • fuel level where applicable • visual inspection for faults or defects
Persons consulted during ramp equipment operations may include:	<ul style="list-style-type: none"> • other members of the baggage handling and ramp teams • aircrew • load controllers • supervisors, team leaders and managers • ground support staff • technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders and licence requirements pertaining to ramp equipment operation

RANGE STATEMENT

Applicable regulations and legislation may include:

- OH&S regulations
- workplace procedures and instructions and job specification
- ramp equipment operational checklists
- emergency procedures
- flight schedules
- pre- and post-operational checklists
- equipment logs/records
- manufacturers specifications and instructions for the ramp equipment being operated
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- licence requirements of the relevant licensing authority
- local instructions
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3005B Operate aircraft push-out tug

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate an aircraft push-out tug at a commercial airport. This includes conducting pre- and post-operational checks, positioning the tug and coupling it to the aircraft, and safely operating the tug to assist the manoeuvring of the aircraft. Types of aircraft push-out tug and related terminology may vary from airport to airport. Generic performance criteria provided in this unit may therefore need to be adapted, as required, to accommodate the operating procedures recommended by the manufacturers of the aircraft push-out tug concerned. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Authority and other relevant regulatory authorities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and safety regulations to the operation of aircraft push-out tugs at relevant commercial airports across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct pre-operational checks on the tug	<p>1.1 Pre-operational checks of the tug are conducted in accordance with workplace procedures and manufacturers instructions</p> <p>1.2 Fluid levels are topped up where required in accordance with workplace procedures and manufacturers specifications</p> <p>1.3 Faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p>
2 Operate tug	<p>2.1 Tug is manoeuvred to aircraft and positioned in preparation for aircraft ground manoeuvres and/or push-out operations in accordance with workplace procedures, local instructions and relevant regulatory requirements</p> <p>2.2 Tug is coupled to the aircraft in accordance with workplace procedures and regulatory requirements</p> <p>2.3 Tug is operated in accordance with workplace procedures, OH&S regulations and manufacturers instructions</p> <p>2.4 Aircraft ground manoeuvres and/or push-out of aircraft are conducted in accordance with directions of the ground engineer and aircrew in accordance with workplace procedures, local instructions and regulatory requirements</p> <p>2.5 At completion of required operations, tug is uncoupled from aircraft in accordance workplace procedures and regulatory requirements</p> <p>2.6 At the completion of all scheduled activities, tug is manoeuvred to and parked in storage bay/area in accordance with workplace procedures</p> <p>2.7 Tug is shut down and stored</p>
3 Conduct post-operational checks of tug in accordance with workplace procedures and manufacturers instructions	<p>3.1 Any faults and malfunctions are identified and appropriate action is taken to rectify and/or report the fault/malfunction in accordance with workplace procedures and regulatory requirements</p> <p>3.2 Where applicable, tug is refuelled and fluid levels topped up in accordance with workplace procedures, relevant regulatory requirements and manufacturers instructions</p> <p>3.3 Hazards associated with the operation of the tug are recognised and appropriate precautions are taken in accordance with OH&S regulations and workplace hazard management strategies</p> <p>3.4 Equipment log or other required documentation is completed in accordance with workplace procedures, local instructions and regulatory requirements</p> <p>3.5 Instructions for the next operation are obtained and the tug is</p>

ELEMENT

PERFORMANCE CRITERIA

driven to the next scheduled location in accordance with workplace procedures, local instructions and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of tug operation as required by the relevant licensing authority
- Features and differences in operating characteristics for various types of aircraft push-out tugs in operation at Australian airports
- Workplace procedures for operating an aircraft push-out tug
- Layout of airport and location of aircraft gates and equipment storage areas
- Relevant local instructions pertaining to tug operation
- Manufacturers instructions for checking and operating the tug concerned
- Risks that exist when operating a tug and related risk control procedures and precautions
- Problems that may occur when operating a tug and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when operating aircraft push-out tug
- Read and interpret instructions, regulations, procedures and other information relevant to aircraft push-out tug
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft push-out tug
- Operate electronic and radio communication equipment to required protocol
- Work collaboratively with others when operating aircraft push-out tug
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communications and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating aircraft push-out tug in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating aircraft push-out tug
- Monitor work activities in terms of planned schedule
- Monitor and anticipate operational problems and hazards and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating aircraft push-out tug
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Implement OH&S procedures and relevant regulations
- Modify activities dependent on differing workplace contingencies, situations and environments
- Identify and correctly use equipment required when operating aircraft push-out tag

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft push-out operations may be carried out:	<ul style="list-style-type: none"> • in any allowable operating and weather conditions • in accordance with regulatory and operational requirements
Performance may be demonstrated in:	<ul style="list-style-type: none"> • actual push-out operations at an airport • appropriately simulated push-out operations
Type of aircraft push-out tug may include:	<ul style="list-style-type: none"> • electric battery-operated tugs • diesel engine tugs
Dependent on the type of organisation concerned and the local terminology used, aircraft push-out tugs may be referred to by a variety of terms, including but not restricted to:	<ul style="list-style-type: none"> • aircraft push-back tug • tow tug (aircraft) • aircraft tow motor • aircraft tow tractor • push back power unit (PPU)
Aircraft towing manoeuvres may include but are not restricted to:	<ul style="list-style-type: none"> • the push-out of an aircraft from a gate • transport of an aircraft to/from a hanger • movement of an aircraft around an airport • movement of a defective aircraft
Hazards that may exist when operating an aircraft push-out tug may include but are not restricted to:	<ul style="list-style-type: none"> • other vehicles in the vicinity of the aircraft • personnel in the vicinity of the aircraft • jet blast • noise • dust
Personal protective equipment may include but is not restricted to:	<ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Pre-operational checks may include:	<ul style="list-style-type: none"> • fluid levels (where applicable) • battery charge (where applicable) • fuel level where applicable • visual inspection for faults or defects
Persons consulted during tug operations may include:	<ul style="list-style-type: none"> • other members of the baggage handling and ramp teams • aircrew • aircraft schedulers • supervisors, team leaders and managers • ground support staff

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

Information/documents may include:

Applicable regulations and legislation may include:

- technical staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- licence requirements of relevant regulatory authorities
- local instructions relevant to aircraft tug operations
- workplace procedures and instructions and job specification
- OH&S and environmental protection regulations
- tug operational checklists
- pre- and post-operation checklists
- tug logs/records
- emergency procedures
- flight schedules and gate allocations
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- manufacturers specifications and instructions for the tug being operated
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant licence requirements of the pertinent licensing authority
- local instructions
- relevant OH&S legislation
- relevant environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3006B Refuel aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to refuel an aircraft in accordance with workplace procedures and regulatory requirements, including conducting required pre-operational checks on fueller/dispenser vehicle and equipment, loading the fueller, correctly positioning the fueller/dispenser vehicle and carrying out the required refuelling operations. It also includes the skills and knowledge required to complete all post-refuelling operations and required refuelling documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and regulatory requirements to the refuelling of aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct pre-operational checks on fueller/dispenser vehicle and equipment	<p>1.1 Pre-operational checks of fueller/dispenser vehicle and auxiliary equipment are conducted in accordance with workplace procedures and manufacturers requirements</p> <p>1.2 Problems and/or defects identified during pre-operational checks are reported/rectified in accordance with workplace procedures and manufacturers requirements</p> <p>1.3 Outcomes of pre-operational checks are recorded in accordance with workplace procedures, regulatory requirements and manufacturers requirements</p>
2 Load fueller	<p>2.1 Vehicle is positioned at the loading bay and all precautionary and reporting requirements are carried out in accordance with workplace procedures</p> <p>2.2 Vehicle is grounded and the loading bay bonding lead is connected to the fueller in accordance with workplace procedures and regulatory requirements</p> <p>2.3 Fueller is dipped and ullage determined</p> <p>2.4 Loading operations and quality control checks are completed in accordance with operational instructions, workplace procedures and regulatory requirements</p>
3 Position fueller/dispenser vehicle	<p>3.1 Fueller/dispenser vehicle is started and driven to aircraft in accordance with workplace procedures, regulatory requirements and local instructions</p> <p>3.2 The aircraft is approached only after checks are made to confirm that aircraft engines have stopped and aircraft wheel chocks are in place</p> <p>3.3 Vehicle is positioned and parked either underwing or standoff depending on aircraft type in accordance with workplace procedures, regulatory requirements and local instructions</p> <p>3.4 Appropriate precautions are taken to avoid risk of collision with aircraft control surfaces and engines</p> <p>3.5 Parking position of fueller/dispenser vehicle provides easiest route for evacuation in the event of an emergency</p>
4 Carry out refuelling operations	<p>4.1 Vehicle is grounded and the bonding lead is connected to the aircraft in accordance with workplace procedures and regulatory requirements</p> <p>4.2 In the case of pressure fuellers, auxiliary equipment is positioned and hose is connected in accordance with workplace procedures, regulatory requirements and local instructions</p> <p>4.3 Care is taken that dust caps are not placed inside wing panels</p> <p>4.4 In the case of hydrant dispensers, delivery hoses and couplings are connected to the aircraft and intake hose is connected to the</p>

ELEMENT

PERFORMANCE CRITERIA

- inlet coupler. This is done in accordance with workplace procedures, regulatory requirements and local instructions
- 4.5 Aircraft is fuelled in accordance with the workplace fuelling checklist and procedures, airline instructions, regulatory requirements and local instructions
- 5 Complete post-refuelling operations**
- 5.1 Fuelling completion operations are conducted in accordance with workplace procedures, regulatory requirements and local instructions
- 5.2 Fuel sample is taken from the filter sump/inlet and visual check is made prior to aircraft departure in accordance with workplace procedures, regulatory requirements and local instructions
- 5.3 Hoses, couplings and auxiliary equipment are disconnected and stowed in accordance with workplace procedures
- 5.4 In the case of hydrant dispensers, lanyard is disconnected and pit valve dust cover and hydrant pit lid are replaced. This is done in accordance with workplace procedures, regulatory requirements and local instructions
- 5.5 Reel hoses are rewound
- 6 Complete documentation**
- 6.1 In case of hard copy documentation, all required paperwork is completed and the airline representative's signature is obtained in accordance with workplace procedures
- 6.2 In case of computerised systems, touch PC functions are completed, the airline representative's signature is obtained and fuel delivery docket is printed in accordance with workplace procedures and local instructions
- 6.3 Fueller/dispenser vehicle is driven either to the depot or to the next aircraft in accordance with workplace procedures, regulatory requirements and local instructions

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations pertaining to the refuelling of aircraft
- Relevant OH&S and environmental procedures and regulations
- Principles and processes of aircraft refuelling
- Differences in refuelling procedures for various types of aircraft
- Workplace procedures for loading a fueller and refuelling aircraft
- Manufacturers instructions for fueller vehicle and auxiliary equipment
- Risks that exist when refuelling an aircraft and related risk control procedures and precautions
- Problems that may occur when refuelling an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when refuelling aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to refuelling aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to refuelling aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when refuelling aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when refuelling aircraft in accordance with regulatory requirements and workplace procedures and local instructions
- Implement contingency plans for unexpected events that may arise when refuelling aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when refuelling aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when refuelling aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Refuelling operations may be carried out:

- for any aircraft types
- at major or minor airports
- in any allowable operating and weather conditions
- in accordance with regulatory and operational requirements and local instructions

Performance may be demonstrated:

- in an approved simulated refuelling situation
- during refuelling operations at an airport

Pre-operational checks may include:

- serviceability of ladder or portable steps (cracks or damage that would render them unsafe)
- fire extinguishers (correctly stowed and fully charged)
- personal protection equipment (PPE)
- sampling equipment and water detection capsules
- visual inspection for leaks, defects and obstructions
- sufficient fuel in fueller for planned refuelling job (fueller must be manually dipped prior to shift and measured volume recorded and reported)
- radio check with base
- required documentation (printer paper, log sheet forms, etc.)
- air-pressure after start-up prior to moving
- check that brake interlock override switch seal is intact
- auxiliary equipment is functional
- vehicle parked correctly in designated area
- brake test (after moving but before leaving depot)

Personal protection equipment may include:

- gloves
- safety headwear and footwear
- hearing protection
- safety glasses
- mask or respirator
- high visibility clothing
- approved uniform

Persons consulted during refuelling operations may include:

- aircrew
- airline engineers or representatives
- other refuelling staff
- supervisors and managers
- ground support staff

RANGE STATEMENT

Hazards may include:	<ul style="list-style-type: none"> • technical staff • hot engines, static electricity, sparks and other forms of ignition • contamination of, or from, materials being handled • spill, leakages, ruptures • fuel vapours • other vehicles on tarmac • jet blast • rotating propellers • hazardous or dangerous materials • noise • dust • other additives (e.g. water, methanol, icing inhibitors)
Hazard management is:	<ul style="list-style-type: none"> • consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • local instructions • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to refuelling operations • IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines) • OH&S and environmental protection regulations • workplace procedures and instructions and job specification • airport airside drivers handbook • loading and fuelling operational checklists • emergency procedures • flight schedules • manufacturers specifications and instructions for the fueller/dispenser vehicle and auxiliary equipment • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

legislation may include:

- Aviation Orders
- IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
- Australian Dangerous Goods Code (ADG Code)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3011B Defuel aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to defuel an aircraft in accordance with workplace procedures and regulatory requirements, including completing preliminary checks and operations, positioning the fueller/dispenser vehicle, conducting required quality checks, and carrying out defuelling operations. It also includes the required knowledge and skills to complete all documentation and post-defuelling operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of operational procedures and regulatory requirements to the defuelling of aircraft across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Complete preliminary checks and operations	<p>1.1 Reason for defuelling and the quantity of fuel to be defuelled is confirmed</p> <p>1.2 Type of aircraft and requirement for overwing or underwing operation is confirmed</p> <p>1.3 Pre-operational checks on vehicle and auxiliary equipment are made</p> <p>1.4 Ullage in fueller/defuelling vehicle is checked</p>
2 Position fueller/dispenser vehicle	<p>2.1 Fueller vehicle is started and driven to aircraft in accordance with workplace procedures, regulatory requirements and local instructions</p> <p>2.2 The aircraft is approached only after checks are made to confirm that aircraft engines have stopped and aircraft wheel chocks are in place</p> <p>2.3 Vehicle is positioned and parked either underwing or standoff depending on aircraft type in accordance with workplace procedures, regulatory requirements and local instructions</p> <p>2.4 Appropriate precautions are taken to avoid risk of collision with aircraft control surfaces, aircraft engines and other vehicles</p> <p>2.5 Parking position of fueller vehicle provides easiest route for evacuation in the event of an emergency</p>
3 Conduct quality checks on product	<p>3.1 Required documentation is obtained from airline engineer/representative</p> <p>3.2 Sample of product on board aircraft is obtained and visual quality checks are made in accordance with workplace procedures</p> <p>3.3 If quality checks are satisfactory, decision is made to proceed with defuelling</p> <p>3.4 If quality checks are unsatisfactory, action is taken to report situation to supervisor. If defuelling is to continue, aircraft fuel is defuelled into either an empty tank or into a drained fueller and, if approved, the fuel is delivered back to the same airline</p>
4 Defuel aircraft	<p>4.1 Vehicle is grounded and the bonding lead is connected to the aircraft in accordance with workplace procedures and regulatory requirements</p> <p>4.2 All required pre-defuelling safety precautions are taken in accordance with workplace procedures and regulatory requirements</p> <p>4.3 Defuelling operations are commenced either using the auxiliary power unit (APU) or the ground power unit (GPU) in accordance with workplace procedures and regulatory</p>

ELEMENT

PERFORMANCE CRITERIA

- requirements
- 4.4 At the completion of defuelling operations, the quantity defuelled is verified in accordance with workplace procedures
- 5 Complete documentation**
- 5.1 All required defuelling documentation is completed in accordance with workplace procedures
- 6 Complete post-defuelling operations**
- 6.1 Hoses are disconnected, retracted and stowed in accordance with workplace procedures
- 6.2 Defuelled fuel confirmed as acceptable for return to storage is either discharged into designated segregated storage tank or retained in fueller for delivery back to airline concerned
- 6.3 Defuelled fuel found to be contaminated is disposed of in accordance with workplace procedures and regulatory requirements
- 6.4 Fueller used to transfer contaminated fuel is de-contaminated in accordance with workplace procedures and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations pertaining to the defuelling of aircraft
- Relevant OH&S and environmental procedures and regulations
- Principles of aircraft defuelling
- Differences in defuelling procedures for various types of aircraft
- Workplace procedures for defuelling aircraft
- Manufacturers instructions for fueller vehicle and auxiliary equipment
- Risks that exist when defuelling an aircraft and related risk control procedures and precautions
- Problems that may occur when defuelling an aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when defuelling aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to defuelling aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to defuelling aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when defuelling aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may occur when defuelling aircraft in accordance with regulatory requirements, workplace procedures and local instructions
- Implement contingency plans for unexpected events that may arise when defuelling aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when defuelling aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when defuelling aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Defuelling operations may be carried out:

- for any aircraft types
- at major or minor airports
- in any allowable operating and weather conditions
- in accordance with regulatory requirements, operational requirements and local instructions

Performance may be demonstrated:

- in an approved simulated defuelling situations and/or
- during defuelling operations at an airport

Pre-operational checks may include:

- serviceability of ladder or portable steps (cracks or damage that would render them unsafe)
- fire extinguishers (correctly stowed and fully charged)
- personal protection equipment (PPE)
- sampling equipment and water detection capsules
- visual inspection for leaks, defects and obstructions
- sufficient fuel in fueller for planned refuelling job (fueller must be manually dipped prior to shift and measured volume recorded and reported)
- radio check with base
- required documentation
- check that brake interlock override switch seal is intact
- auxiliary equipment is functional
- brake test (after moving but before leaving depot)

Personal protection equipment may include:

- gloves
- safety headwear and footwear
- hearing protection
- safety glasses
- mask or respirator
- high visibility clothing
- approved uniform

Persons consulted during refuelling operations may include:

- aircrew
- airline engineers or representatives
- other refuelling staff
- supervisors and managers
- ground support staff
- technical staff

Hazards may include:

- hot engines, static electricity, sparks and other forms of ignition

RANGE STATEMENT

- contamination of, or from, materials being handled
 - spill, leakages, ruptures
 - fuel vapours
 - other vehicles on tarmac
 - jet blast
 - rotating propellers
 - hazardous or dangerous materials
 - noise
 - dust
 - other additives (e.g. water, methanol, icing inhibitors)
- Hazard management is:
- consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - local instructions
 - standard operating procedures
- Information/documents may include:
- sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to defuelling operations
 - IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
 - OH&S and environmental protection regulations
 - workplace procedures and instructions and job specification
 - fuelling operational checklists
 - emergency procedures
 - flight schedules
 - manufacturers specifications and instructions for the fueller/dispenser vehicle and auxiliary equipment
 - induction and training materials
 - local instructions
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and legislation may include:
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling

RANGE STATEMENT

Services (JIG Guidelines)

- Australian Dangerous Goods Code (ADG Code)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field W - Equipment and Systems Operations

AVIW3021A Coordinate aircraft ground operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to coordinate aircraft ground operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when coordinating aircraft ground operations

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Regulate aircraft engine ground running | 1.1 Appropriate ground engine running locations are selected
1.2 Engine ground running is checked in relation to time, duration and level
1.3 Ground running activities are reported |
| 2 Control aircraft parking | 2.1 Compliance with aircraft parking restrictions is checked
2.2 Aircraft push-backs are monitored
2.3 Marshalling services are provide (if applicable)
2.4 Parking breaches are logged and reported, and appropriate action is taken |
| 3 Provide 'follow-me' services to aircraft | 3.1 The need for the service is appropriately assessed
3.2 Appropriate communications are established and maintained
3.3 Appropriate routes are taken |
| 4 Provide for security of aircraft on the ground | 4.1 Parked aircraft are routinely observed
4.2 Suspicious or unusual activity in the vicinity of parked aircraft is investigated, logged and reported |
| 5 Monitor aircraft refuelling | 5.1 The use of correct procedures and standards in refuelling activities is monitored
5.2 Correct disposal of fuel samples is ensured
5.3 Breaches are logged and reported |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Purpose and application of unserviceability markers
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Physical characteristics of aircraft
- Standard operating procedures for coordinating aircraft ground operations
- Communication equipment checks

Required skills:

- Communicate effectively with others when coordinating aircraft ground operations
- Read and interpret instructions, regulations, procedures and other information relevant to coordinating aircraft ground operations
- Prepare, process and complete a Notice to Airmen (NOTAM) in accordance with relevant regulatory requirements and procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aircraft ground operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating aircraft ground operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when coordinating aircraft ground operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when coordinating aircraft ground operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while coordinating aircraft ground operations

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to coordinate aircraft ground operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Types of aircraft may include: | <ul style="list-style-type: none"> • commercial passenger aircraft • freighter aircraft • commercial charter aircraft |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs) • the airside |
| The work site may include: | |
| Information/documents may include: | <ul style="list-style-type: none"> • aerodrome manuals • workplace operating procedures manuals • workplace procedures and instructions and job specification • Manual of Standards - Aerodromes (part 139) • En Route Supplement Australia (ERSA) • airline timetables • induction and training materials |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders • relevant requirements, standards and recommended practices of the International Civil Aviation Organisation (ICAO) pertaining to airport reporting • Manual of Standards - Aerodromes (part 139) • sections of Transport Safety Investigations Act pertaining to the reporting of transport safety matters |

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3023A Implement wildlife hazard control measures

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to implement measures for controlling wildlife hazards on or in the vicinity of an aerodrome to minimise the risk to aircraft operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with relevant regulatory requirements and operational standards when implementing wildlife hazard control measures on an aerodrome.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

The unit is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Implement wildlife hazard control measures

- 1.1 Bird and animal counts are undertaken
- 1.2 Records are kept and analysed
- 1.3 Wildlife hazards are reported to relevant notification authorities in accordance with standard operating procedures
- 1.4 Procedures for controlling wildlife hazards are reviewed and implemented
- 1.5 Appropriate control measures for identified wildlife hazards are selected and implemented

2 Report on the implementation of the wildlife hazard control program

- 2.1 Reports on incidents involving birds or animals to aircraft or the infrastructure are prepared
- 2.2 Recommendations on the effectiveness of the wildlife hazard control program and procedures are made to aerodrome management

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Standard operating procedures relating to the wildlife hazard control program
- Requirements for completing relevant documentation
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S, risk assessment, and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Communicate effectively with others when implementing wildlife hazard control measures
- Read and interpret instructions, regulations, procedures and other information relevant to implementing wildlife hazard control measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to implementing wildlife hazard control measures
- Work collaboratively with others when implementing wildlife hazard control measures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing wildlife hazard control measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when implementing wildlife hazard control measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while implementing wildlife hazard control measures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to implement wildlife hazard control measures
- Implement risk management procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures (SOPs) |
| The work site may include: | <ul style="list-style-type: none"> • an office • airside • landside and the airport environment |
| Equipment may include: | <ul style="list-style-type: none"> • shotguns • rifles • cracker shells and live ammunition • radio • vehicle • freezer • computer |
| Relevant documents may include: | <ul style="list-style-type: none"> • legislation and guidance material • plans • maps • the Aerodrome Manual • relevant forms and databases • state and federal regulations authorising permits and approvals • wildlife hazard management plan |
| Operating conditions may involve: | <ul style="list-style-type: none"> • a range of wildlife hazard scenarios including livestock transfer |
| Information/documents may include: | <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulatory requirements • relevant OH&S and environmental regulations • customer contract specifications, standards and instructions • workplace procedures and instructions and job specification • relevant operational checklists • emergency procedures • relevant equipment logs/records • manufacturers specifications and instructions for the equipment/materials used when implementing wildlife |

RANGE STATEMENT

Applicable regulations and legislation may include:

- hazard control measures
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- licence requirements of the relevant licensing authority
- local instructions
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3024A Perform wireman duties

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to carry out wireman duties from a rotary wing aircraft and includes personnel and equipment transfers, rescue net operations, stretcher lifts, double harness lifts and hi-line transfers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare for recovery/deployment

- 1.1 Personal safety equipment is inspected, donned, connected and checked in accordance with organisational policy and procedures
- 1.2 Equipment/personnel to be winched are prepared, inspected, connected and checked in accordance with organisational policy and procedures
- 1.3 Personnel to be winched are briefed where necessary

2 Recover/deploy equipment/personnel

- 2.1 Hand signals are used in accordance with established procedures and practices
- 2.2 Positive control of equipment/personnel is maintained during ascent/descent
- 2.3 Assistance for personnel is provided as required
- 2.4 Disconnection of equipment/personnel is conducted in accordance with organisational policy and procedures
- 2.5 Cable is earthed as required prior to completing descent

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Hoist capabilities and limitations
- Approved operational procedures and processes for different hoisting operations
- Occupational health and safety issues applicable to operations
- Aircraft safety
- Personnel safety
- Communication skills for signalling and briefing
- Correct hoist and equipment configuration
- Organisational policy and procedures in relation to performing wireman duties
- Abnormal/emergency conditions and responses
- Aircraft flight control operation
- Typical problems that may occur when performing wireman duties, actions and appropriate solutions

Required skills:

- Perform hoisting operations
- Perform equipment assembly
- Use verbal and non-verbal communication skills for signalling and briefing
- Complete hoisting recovery equipment operations
- Give and receive instructions related to performing wireman duties
- Maintain situational awareness
- Complete documentation related to performing wireman duties
- Communicate effectively with others when performing wireman duties
- Read and interpret instructions and procedures relevant to performing wireman duties
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when performing wireman duties
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when performing wireman duties in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when performing wireman duties

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when performing wireman duties
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Aircraft may include: | <ul style="list-style-type: none"> • single or multiple engine • rotary wing |
| Aircraft publications may include: | <ul style="list-style-type: none"> • checklists • flight manuals • organisational policy and procedures manuals • aviation maintenance documentation |
| Work environment may include: | <ul style="list-style-type: none"> • by day or by night • over land or over sea • Prepared or Unprepared helicopter landing sites |
| Hoisting equipment may include: | <ul style="list-style-type: none"> • single rescue sling • double lift harness • rescue litter • hi-line transfer equipment • emergency slings • rope harness sling • rescue net • double lift harness • extension strop • rescue strop • transfer equipment and message bag • stretchers |
| Preparation of personnel/equipment may include: | <ul style="list-style-type: none"> • assistance in the donning of personal equipment • securing of items/loads/personnel |
| Hand signals may include: | <ul style="list-style-type: none"> • hoist in/out • hoist up/down • boom in/out • emergency descent • move left/right • cease movement • come up/down • aircraft go around • stop hoisting • ready to be hoisted • all clear |
| Personnel being winched may be: | <ul style="list-style-type: none"> • survivors |

RANGE STATEMENT

Assistance for personnel during recovery/deployment may include:	<ul style="list-style-type: none"> • emergency services personnel • medical personnel • rescue wireman • aircraft crewmembers • providing hoisting briefs to personnel • aircraft entry/exit assistance • clearance of obstructions such as foliage • rigging and parachute shrouds
Environment for hoisting operations may include:	<ul style="list-style-type: none"> • over water • over land • forest/bush • bushfire affected areas • mountainous areas • confined areas • pinnacles • ship/boat transfers
Abnormal/emergency situations may include:	<ul style="list-style-type: none"> • hoist equipment malfunction • communication equipment failure • aircraft system failure • operator incapacitation • hoistee incapacitation • fouled cable • fouled hoist • runaway hoist • intercom system failure during hoisting operations • electrical/mechanical failure • aircraft malfunction
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • charts • operations manuals • approved checklists • workplace procedures and instructions and job

RANGE STATEMENT

- Applicable regulations and legislation may include:
- specification
 - induction and training materials
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - relevant Civil Aviation Safety Regulations and Civil Aviation Orders
 - in Defence context, relevant Defence Orders and Instructions
 - relevant state/territory OH&S legislation
 - relevant state/territory environmental protection legislation
 - relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field W - Equipment and Systems Operations

AVIW3025A Complete aircraft/equipment pre- and post-flight actions

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to prepare aircraft and specialist equipment for a flight, and to perform and certify flight-servicing inspections including pre- and post-flight requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare flight aircraft and equipment

- 1.1 Aircraft is refuelled as required in accordance with organisational policies and procedures
- 1.2 Personal survival equipment is inspected and prepared for use
- 1.3 Loose equipment is stowed appropriately in aircraft
- 1.4 Applicable aircraft publications are obtained

2 Perform aircraft pre-flight and post-flight actions

- 2.1 Aircraft maintenance documentation is inspected for correct compilation and completion in accordance with organisational policies and procedures
- 2.2 Serviceability of aircraft, engineering limitations, fuel state and configuration are obtained and assessed for flight/mission capability
- 2.3 Aircraft pre-flight inspections are completed in accordance with organisational policies and procedures
- 2.4 Aircraft fluid systems are checked and replenished in accordance with aircraft maintenance manuals
- 2.5 Aircraft post-flight inspections are completed in accordance with organisational policies and procedures
- 2.6 Discrepancies/unserviceabilities are reported in accordance with organisational policies and procedures

3 Complete post-flight requirements

- 3.1 Aircraft publications are accounted for and returned in accordance with organisational policies and procedures
- 3.2 Specialist flight equipment is inspected and re-stowed in accordance with organisational policies and procedures
- 3.3 Personal survival equipment is inspected and re-stowed in accordance with organisational policies and procedures
- 3.4 Unserviceabilities are reported and recorded in accordance with organisational policies and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Aircraft refuelling procedures
- Personal survival equipment inspection procedures and requirements
- Specialist equipment inspection procedures
- Specialist equipment uses, capabilities and limitations
- Aircraft and aircraft systems configuration and operation
- Aircraft weapons and pyrotechnics safety (where applicable)
- Documentation inspection and compilation procedures
- Pre- and post-flight inspection procedures
- Use of ground support equipment
- Relevant OH&S responsibilities
- Typical problems that may occur when completing aircraft/equipment pre- and post-flight actions, and appropriate solutions

Required skills:

- Complete documentation related to completing aircraft/equipment pre- and post-flight actions
- Identify and use ground support equipment required for the replenishment of aircraft systems
- Interpret and follow aircraft documentation
- Operate specialist equipment
- Communicate effectively with others when completing aircraft/equipment pre- and post-flight actions
- Read and interpret instructions and procedures relevant to completing aircraft/equipment pre- and post-flight actions
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when completing aircraft/equipment pre- and post-flight actions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when completing aircraft/equipment pre- and post-flight actions in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when completing aircraft/equipment pre- and post-flight actions

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when completing aircraft/equipment pre- and post-flight actions
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Aircraft may include: | <ul style="list-style-type: none">• single or multiple engine• fixed or rotary wing |
| Aircraft may be refuelled from: | <ul style="list-style-type: none">• fuel bowzers• drum stock• ship's fuelling equipment |
| Aircraft fluid systems may include: | <ul style="list-style-type: none">• hydraulic• fuel• lubrication• windscreen washer |
| Aircraft publications may include: | <ul style="list-style-type: none">• checklists• flight manuals• organisational policy and procedures manuals• aviation maintenance documentation |
| Specialist equipment may include: | <ul style="list-style-type: none">• aeromedical evacuation equipment• search and rescue equipment• load lifting equipment• transfer equipment• fire-fighting equipment• troop carrying equipment• intelligence gathering equipment• cargo securing equipment• night vision and associated equipment• weapons• pyrotechnics |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures |
| Information/documentation may include: | <ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Aeronautical Information Publication (AIP)• charts• operations manuals• approved checklists |

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3026A Conduct night aided vision aviation operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and conduct fixed and rotary wing night aided vision aviation operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for night aided vision operations	<p>1.1 Pre-flight information is obtained and prepared to identify safe flight routes, weather and operating terrain</p> <p>1.2 Risk assessment and management processes are implemented to minimise risk to safety of flight, personnel and equipment</p> <p>1.3 Night aided lighting limitations/considerations are reviewed</p> <p>1.4 All operating crew are briefed on the conduct of night aided aviation operations</p> <p>1.5 Night aided personal equipment is obtained and pre-operational checks are completed in accordance with organisational policies and procedures</p> <p>1.6 Aircraft night aided sensors, aids and equipment serviceability checks and adjustments are completed, and defects are identified and reported in accordance with organisational policies and procedures</p>
2 Conduct night aided vision operations	<p>2.1 Night aided equipment and systems are used to safely operate aircraft systems</p> <p>2.2 Instrumentation and system checks are completed at appropriate times to identify visual clues</p> <p>2.3 Night aided human physiological conditions are monitored and corrective action is taken where required in accordance with organisational policies</p> <p>2.4 Reconnaissance of operational area is completed to ensure aircraft safety</p> <p>2.5 Night aided emergency and abnormal conditions are identified and reacted to in accordance with organisational procedures and practices</p> <p>2.6 Situational awareness is maintained to ensure safety of aircraft, crew, personnel and equipment</p> <p>2.7 Crew resource management principles and processes are implemented in accordance with organisational policies to ensure operational intent</p>
3 Conclude night aided vision operations	<p>3.1 Post-flight analysis and debriefing is conducted in accordance with organisational policies</p> <p>3.2 Post-flight documentation is complete</p> <p>3.3 After use servicing is completed and identified defects are reported</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Human physiological functions and the electromagnetic spectrum under night aided vision conditions
- Night aided vision equipment imaging systems operations
- Night aided vision equipment components and their functions
- Potential and/or common night aided vision equipment faults and defects
- Organisational policies that apply to storage, handling, usage and control of night aided vision equipment, sensors, aids and devices
- Organisational requirements for night aided vision equipment aircraft compatibility
- Human and aeromedical factors under night aided vision conditions
- Focal and ambient vision
- Night aided vision field of view, field of regard and how they relate to visual scanning techniques
- Night aided vision techniques for visually dark adapting
- Potential night aided vision illusions and misperceptions and their effects on spatial orientation
- Self-imposed and physiological fatigue issues that impact night aided vision operations
- Sources, types and effects of illumination levels in night aided vision operations
- Relationship between illuminance and luminance
- Effects of atmospheric conditions on electromagnetic energy and the resolution of night aided vision sensors, equipment and devices
- Meteorological conditions (rain, cloud, fog, haze, snow, smoke) affect on illumination levels and night aided vision equipment, sensor and/or device performance.
- Key visual cues for identifying and interpreting terrain features and obstacles under night aided vision conditions, including shadow and surface
- Cues and techniques that optimise navigation processes under night aided vision conditions
- Meteorological requirements for night aided vision aviation operations
- Internal and external organisational regulatory requirements for the conduct of night aided vision aviation operations
- Minimum crewing requirements for the conduct of night aided vision aviation operations
- Night aided vision operations qualification, currency and recency requirements
- Risk management processes and procedures applicable to night aided vision operations
- Flight planning considerations, terrain and route selection factors applicable to night aided vision operations
- Procedures and techniques to enhance in-flight navigation during night aided vision operations
- Night aided vision operations crew coordination procedures during pre-flight, flight operations

REQUIRED KNOWLEDGE AND SKILLS

and post-flight activities

- Concepts and procedures relating to blind cockpit and cabin checks
- Emergency and abnormal situation procedures applicable to night aided vision specific operations
- Occupational health and safety issues applicable to conducting night aided aviation operations

Required skills:

- Perform flight planning procedures relevant to the conduct of night aided vision aviation operations
- Interpret and calculate luminance/illumination levels for the conduct of night aided vision operations
- Plan own work including predicting consequences and identifying improvements
- Conduct and/or participate in pre-flight, flight and post-flight briefings and debriefings relevant to night aided vision operations
- Perform night aided vision sensor, equipment and/or device pre- and post-flight inspections and adjustments to ensure optimisation for use and/or future operation
- Conduct night aided vision aviation operations in accordance with organisational policies and procedures
- Apply principles of crew resource management relevant to night aided vision operations during flight
- Work collaboratively with others when conducting night aided aviation operations
- Work systematically with required attention to detail without injury to self or others, or damage to aircraft, crew, personnel and/or equipment
- Monitor work activities in terms of planned schedule
- Interpret and follow operational instructions and prioritise work during the conduct of night aided vision operations
- Maintain and/or regain degraded situational awareness whilst conducting night aided vision operations
- Communicate effectively with others when conducting night aided aviation operations
- Perform blind cockpit and/or cabin checks during relevant flight operational checks and procedures
- Apply visual scanning techniques and procedures during night aided vision operations
- Operate and adapt to differences in communication equipment in accordance with organisational procedures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur conducting night aided aviation operations in accordance with workplace procedures
- Apply risk management processes, procedures and required actions to minimise, control or eliminate hazards that may exist when conducting night aided vision operations
- Implement contingency plans for unanticipated situations that may arise when conducting

REQUIRED KNOWLEDGE AND SKILLS

night aided aviation operations

- Modify activities depending on differing operational contingencies, risk situations and environments

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Aircraft may include: | <ul style="list-style-type: none"> • single or multiple engine • fixed and rotary wing aircraft compatible with and authorised to conduct night aided aviation operations |
| Aircraft publications may include: | <ul style="list-style-type: none"> • checklists • flight manuals • organisational policy and procedures manuals • aviation maintenance documentation |
| Pre-flight information may include: | <ul style="list-style-type: none"> • authorised aviation maps, charts and flight supplements • meteorological information • terrain data • risk assessment and management factors |
| Work environment may include: | <ul style="list-style-type: none"> • by night • over land or over sea • Prepared or Unprepared landing sites |
| Night aided environmental and cultural lighting may include: | <ul style="list-style-type: none"> • lunar • solar • celestial • urban terrain lighting • ambient • maritime lighting • other aircraft |
| Night aided systems equipment preparation will include: | <ul style="list-style-type: none"> • aircraft internal/external night aided lighting checks • aural and visual warning system checks • night aided sensors, aids and devices |
| Night aided vision equipment may include: | <ul style="list-style-type: none"> • night vision goggles • night vision devices • heads up displays • forward looking infra red radars • thermal imaging systems • laser range finders |
| Night aided personal equipment serviceability checks may include: | <ul style="list-style-type: none"> • non operation • intermittent operation • poor or degraded image quality • inability to focus • image obscurations • eyepiece or objective lens cannot be focused |

RANGE STATEMENT

Night aided compatible personal equipment may include:	<ul style="list-style-type: none"> • eye-span and eye relief cannot be achieved • night aided equipment mounting systems unserviceable • low battery indicator will not illuminate during check • night aided sensors fail to initialise/self-test • hand-held torches • IR compatible lighting systems • eye protection • flares, strobes, beacons and IR markers • lip and finger lights • personal life-support equipment
Unusual meteorological conditions may include:	<ul style="list-style-type: none"> • dust and rain • salt laden atmosphere • high humidity • cloud • turbulence • unforecast meteorological events • laser threat environments
Abnormal/emergency situations may include:	<ul style="list-style-type: none"> • aircraft emergencies • night aided aircraft and personal equipment failures • inadvertent IMC • degraded or loss of situational awareness • breakdown in crew coordination and communications
Night aided human physiological conditions may include:	<ul style="list-style-type: none"> • circadian dysrhythmia • mental or physical fatigue • visual illusions
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials

RANGE STATEMENT

Applicable regulations and legislation may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW3027A Deliver pyrotechnics and hand held stores

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to deliver pyrotechnics and hand held / air launched stores equipment from a helicopter. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Prepare pyrotechnics/stores for delivery | 1.1 Pyrotechnics/stores are stored in aircraft in accordance with aircraft flight manuals and organisational policy and procedures
1.2 Pyrotechnics/stores are inspected for serviceability in accordance with preparation procedures
1.3 Pyrotechnics/stores are prepared and armed for use in accordance with preparation instructions |
| 2 Deliver pyrotechnics/stores | 2.1 Pyrotechnics/stores are released in accordance with aircraft flight manuals and operational instructions |
| 3 Respond to pyrotechnics/stores emergency | 3.1 Pyrotechnic/stores emergencies are identified
3.2 Emergency procedures are implemented and appropriate response undertaken in accordance with relevant organisational procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational policies and procedures for the storage of pyrotechnics and hand held / air launched stores
- Practices concerning pyrotechnic and hand held / air launched stores delivery
- Serviceability inspection procedures for pyrotechnics and hand held / air launched stores
- Preparation and arming procedures of pyrotechnics and hand held / air launched stores
- Occupational health and safety policies relating to pyrotechnic and hand held / air launched stores delivery
- Relevant emergency procedures and duty of care requirements
- Relevant OH&S responsibilities
- Procedures and protocols for the use of communication systems during an emergency
- Typical problems that may occur when delivering pyrotechnics and hand held / air launched stores and appropriate action and solutions

Required skills:

- Perform serviceability inspection of pyrotechnics and hand held / air launched stores
- Implement arming and preparation procedures for pyrotechnics and hand held / air launched stores
- Interpret and follow flight and operational manuals and safety policies
- Read and interpret instructions and procedures relevant to the delivery of pyrotechnics and hand held / air launched stores
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities when delivering pyrotechnics and hand held / air launched stores
- Identify and use required communication technology
- Work collaboratively with others when delivering pyrotechnics and hand held / air launched stores
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when delivering pyrotechnics and hand held / air launched stores in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when delivering pyrotechnics and hand held / air launched stores
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

during the delivery of pyrotechnics and hand held / air launched stores

- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Pyrotechnics/stores may include: | <ul style="list-style-type: none"> • sonobuoys • EMATTS • signal underwater sound • marker marines • flares • chaff • SAR datum buoys • liferafts • heliboxes • smoke |
| Aircraft may include: | <ul style="list-style-type: none"> • aircraft approved for carriage and delivery of pyrotechnics and hand held / air launched stores |
| Emergencies may include: | <ul style="list-style-type: none"> • inadvertent release • premature discharge • battery malfunctions • hung sonobuoy • aircraft malfunction • aircraft emergencies |
| Aircraft publications may include: | <ul style="list-style-type: none"> • checklists • flight manuals • organisational policy and procedures manuals • aviation maintenance documentation |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures |
| Information/documentation may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification |

RANGE STATEMENT

Applicable regulations and legislation may include:

- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW4001B Manage pre- and post-flight actions

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to obtain required flight information and authority, calculate take-off and landing performance, perform required before and after flight actions/inspections, ensure that the aircraft meets maintenance and safety requirements prior to flight, and complete and certify a daily inspection. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to managing pre- and post-flight actions.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Complete pre- and post-flight administration	1.1 Pre- and post-flight planning and documentation is completed in accordance with regulatory requirements and/or operations manual 1.2 Aircraft take-off and landing performance is calculated in accordance with performance charts 1.3 Aircraft weight and balance is confirmed 1.4 Pre- and post-flight maintenance release (Flight Technical Log) and flight administration is completed in accordance with regulatory requirements and/or operations manual 1.5 Aircraft serviceability is determined by daily inspection, and certification of daily inspection in maintenance release (Flight and Technical Log) is completed in accordance with regulations
2 Perform pre- and post-flight actions/ inspection	2.1 Equipment and documentation as required by regulation is identified and secured in the aircraft pre-flight 2.2 Internal checks are completed in accordance with approved checklist 2.3 External checks are completed in accordance with approved checklist 2.4 Flight equipment and documentation are removed from aircraft post-flight 2.5 Aircraft is secured in accordance with manufacturers specifications and organisational procedures
3 Perform and certify daily inspection	3.1 Daily inspection of aircraft is performed in accordance with maintenance system approved by CASA or ADF authority 3.2 Appropriate actions are undertaken to rectify discrepancies 3.3 Daily inspection is certified in accordance with regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Pre- and post-flight planning administration procedures including flight authorisations
- Relevant OH&S and environmental procedures and regulations
- Interpretation of meteorological and NOTAM information
- Aircraft maintenance release requirements and procedures for intended flight
- Minimum equipment list for applicable aircraft type
- Checklist use and procedures
- Aircraft entry and exit procedures
- Safe equipment stowage
- Take-off and landing performance charts
- Daily inspection procedures including rectification actions
- The purpose and procedures for accessing and using pre-flight briefing and information systems such as NAIPS
- Relevant NAIPS and other Aeronautical Information Publications
- Flight specific reports including incident reporting

Required skills:

- Access and apply relevant regulations, orders and information to the performance of the required planning, pre- and post-flight administrative functions
- Understand and meet the obligations and restrictions placed on a pilot with regard to daily inspections and certification
- Calculate aircraft weight and balance
- Identify minimum equipment applicable to aircraft type
- Conduct maintenance and flight briefings
- Perform tie-down, covering and securing of aircraft
- Select and use relevant equipment required during the management of pre- and post-flight actions
- Apply air safety practices and regulations
- Comply with flight authorisations
- Calculate take-off and landing performance
- Calculate aircraft performance for all phases of flight

REQUIRED KNOWLEDGE AND SKILLS

- Determine optimum cruise altitude for operations safety and efficiency requirements
- Perform input and downloading of data from flight planning systems if applicable
- Communicate effectively with others when managing pre- and post-flight actions
- Read and interpret instructions, regulations, procedures and other information relevant to managing pre- and post-flight actions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to pre- and post-flight actions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing pre- and post-flight actions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing pre- and post-flight actions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing pre- and post-flight actions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during pre- and post-flight actions
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing pre- and post-flight actions

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopters • other commercial or military aircraft
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Production methods for flight plans may utilise:	<ul style="list-style-type: none"> • manual planning methods, and • Automated Flight Planning Systems
Pre-flight planning may include consideration of:	<ul style="list-style-type: none"> • consumables required for flight, i.e. oil, food, water • availability of consumables en route and/or at destination
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Maintenance Release • Flight and Technical Log • NOTAMs (Notices to Airmen) • meteorological forecasts • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • aeronautical charts • operations manuals • approved checklists • current edition of pilots guide to aircraft maintenance • pre-flight information systems including NAIPS (internet briefing service), AVFAX (fax service providing weather), NOTAM (information to pilots) and DECTALK

RANGE STATEMENT

	(automated pre-recorded telephone service providing pre-flight weather information)
	<ul style="list-style-type: none">• ATIS (Automatic Terminal Information Service)• relevant information provided by Air Services Australia Briefing Offices• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Applicable regulations and legislation may include:	
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:• Day VFR Syllabus• Manual of Standards• relevant Defence documentation such as:• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	W - Equipment and Systems Operations
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AVIW4028A Manage aircraft sensor systems

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to initialise and optimise tactical and/or operational sensors in an aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Initialise aircraft sensor systems | 1.1 Equipment is enabled in accordance with manufacturers instructions and organisational policy and procedures
1.2 Equipment functional checks are performed in accordance with manufacturers instructions and organisational policy and procedures
1.3 System parameters are initialised for anticipated meteorological and/or oceanographic conditions |
| 2 Optimise aircraft sensor performance | 2.1 Sensor output is monitored in accordance with organisational policy and procedures
2.2 Real time environmental conditions are monitored
2.3 System parameters are modified to maintain optimal sensor performance
2.4 System faults are identified, diagnosed and appropriate responses undertaken in accordance with organisational policy and procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational policy and procedures in relation to managing aircraft sensors
- Knowledge of the effects of environmental variations on data received from sensors
- Radar theory
- Sonar theory
- Magnetic Anomaly Detection theory
- Sensor characteristics and operation
- Sensor capabilities and limitations
- Communications emission control
- Abnormal/emergency conditions and responses
- Relevant OH&S responsibilities
- Typical problems that may occur when managing aircraft sensor, actions and appropriate solutions

Required skills:

- Interpret and compile sensor data
- Perform optimisation of sensor system settings
- Recognise sensor jamming
- Determine and implement appropriate counter measures
- Give and receive instructions related to managing aircraft sensors
- Maintain situational awareness
- Complete documentation related to managing aircraft sensors
- Interpret and follow aircraft documentation
- Communicate effectively with others when managing aircraft sensors
- Read and interpret instructions and procedures relevant to managing aircraft sensors
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when managing aircraft sensors
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when managing aircraft sensors in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when managing

REQUIRED KNOWLEDGE AND SKILLS

aircraft sensors

- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing aircraft sensors
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft may include:	<ul style="list-style-type: none"> • single or multiple engine • fixed or rotary wing
Sensor systems may include:	<ul style="list-style-type: none"> • airborne surveillance radar • acoustics • electro optical systems • magnetic anomaly detection systems • forward looking infra-red (FLIR) • electronic support measures • communication systems • visual observations
Work environment may include:	<ul style="list-style-type: none"> • by day or by night • over land or over sea • Prepared or Unprepared aircraft landing sites
Environmental conditions may include:	<ul style="list-style-type: none"> • water depth and temperature • salinity • sea state • currents • local weather conditions • atmospheric conditions • Southern Oscillation Index (SOI)
Abnormal/emergency situations may include:	<ul style="list-style-type: none"> • avionics malfunction • instrument failure • fire • equipment damage • operator/crew incapacitation
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • charts • operations manuals

RANGE STATEMENT

Applicable regulations and legislation may include:

- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW4034A Supervise aircraft refuelling

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to supervise staff refuelling an aircraft. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the application of quality control procedures and regulatory requirements to the conduct of refuelling of aircraft across a variety of operational contexts within the Australian aviation industry.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable Civil Aviation Safety Authority (CASA) compliance.

Work is performed under limited or minimum supervision and involves the provision of leadership of others either individually or in teams.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare for refuelling operations

- 1.1 Fuel quality control checks are conducted in accordance with workplace procedures
- 1.2 Staff personal protective equipment is checked
- 1.3 Refuelling brief is conducted
- 1.4 Refuelling equipment is grounded and bonded prior to task
- 1.5 Inspection of equipment is conducted

2 Supervise refuelling operations

- 2.1 Clearance to refuel aircraft is obtained
- 2.2 Refuelling staff are directed to commence operations
- 2.3 Safety precautions are maintained
- 2.4 Refuelling contingencies are communicated to refuelling team and aircraft crew
- 2.5 Incident or emergency actions are managed in accordance with workplace procedures

3 Manage post-refuelling operations

- 3.1 Refurbishment and stowing of equipment is observed
- 3.2 Recording and reporting of equipment unserviceabilities are completed
- 3.3 Post-refuelling documentation is completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulations pertaining to quality control processes carried out when supervising aircraft refuelling
- Relevant OH&S and environmental procedures and regulations
- Knowledge of quality control principles and processes as they apply to supervising aircraft refuelling operations
- Workplace procedures for conducting various quality control operations related to supervising aircraft refuelling
- Manufacturers instructions for equipment used in quality control processes
- Risks that exist when supervising refuelling of aircraft and related risk control procedures and precautions
- Problems that may occur when supervising refuelling of aircraft and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when supervising refuelling of aircraft
- Read and interpret instructions, regulations, procedures and other information relevant to supervising refuelling of aircraft
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to supervising refuelling of aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when supervising refuelling of aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when supervising refuelling of aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when supervising refuelling of aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when supervising refuelling of aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when supervising refuelling of aircraft

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- conducting fuel quality control checks in accordance with workplace procedures
- conducting refuelling briefs
- communicating to refuelling staff, including information on refuelling contingencies
- supervising refuelling operations, including management of incident or emergency actions
- completing post-refuelling documentation, recording and reporting of equipment unserviceabilities

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Refuelling operations may include:

- various aircraft types
- international, domestic and regional airports
- variable weather conditions including day and night
- single or team operations

Workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- local instructions
- standard operating procedures
- manufacturers instructions

Instructions may include:

- interpersonal communications
- written
- radio
- telephone
- other electronic means

Personal protective equipment may include:

- gloves
- safety glasses
- hearing protection
- safety headwear and footwear
- mask or respirator
- high visibility clothing
- approved clothing

Inspection of equipment may include:

- visual inspection of refuelling equipment
- visual inspection of safety equipment
- serviceability of ground support equipment
- serviceability of personal protective equipment
- visual inspection of fuel availability
- radio check
- visual inspection of documentation
- visual inspection of auxiliary equipment

Clearance to refuel may include:

- air traffic control
- aircraft pilot
- aircrew
- airline engineers
- supervisors or managers

RANGE STATEMENT

Refuelling contingencies may include:	<ul style="list-style-type: none"> • ground support staff • technical staff • hot engines, static electricity, sparks and other forms of ignition • contamination of or from materials being handled • fuel vapours • other aircraft or vehicles on tarmac • jet blast or rotor wash • rotating propellers • hazardous or dangerous materials • noise • dust • heat • other additives (e.g. water, methanol, icing inhibitors) • hot refuelling • multiple refuelling tasks
Incident or emergency actions may include:	<ul style="list-style-type: none"> • spills, leakages, ruptures • injury of personnel • aircraft or fuel fire • aircraft accident/incident • aircraft threat • damage to refuelling equipment
Recording and reporting may include:	<ul style="list-style-type: none"> • written • electronic • phone • facsimile • verbal
Post-refuelling documentation may include:	<ul style="list-style-type: none"> • written • electronic
Information/documents may include:	<ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to refuelling operations • International Air Transport Association (IATA) Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines) • OH&S and environmental protection regulations • workplace procedures and instructions and job specification • airport airside drivers handbook • loading and fuelling operational checklists

RANGE STATEMENT

Applicable regulations and legislation may include:

- emergency procedures
- flight schedules
- manufacturers specifications and instructions for the fueller/dispenser vehicle and auxiliary equipment
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- IATA Guidelines for Aviation Fuel Quality Control, and Operating Procedures for Joint Inter Plane Fuelling Services (JIG Guidelines)
- Australian Dangerous Goods Code (ADG Code)
- relevant OH&S legislation
- environmental protection legislation
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW5013B Operate air traffic control equipment and workstations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to work as part of a team and to manage and operate air traffic control equipment, systems and workstations associated with providing air traffic services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant air traffic control regulatory requirements of the Civil Aviation Safety Authority (CASA).

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

This unit assesses a controller's ability to interact with a workstation Human-machine Interface (HMI) and to operate the functions of the workstation which are critical to providing safe and efficient air traffic services.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate communication equipment	1.1 Air-ground communication channels are operated in accordance with standard operating procedure 1.2 Selective call and priority channels are operated in accordance with standard operating procedure 1.3 Communication equipment is operated in degraded mode 1.4 Communication equipment is appropriately configured for tasks 1.5 Communication malfunctions are recognised, reported and rectified when able 1.6 Communication equipment annunciators are included in scan pattern 1.7 Communication equipment is operated within performance limitations 1.8 Communication alarms and warning messages are actioned
2 Operate surveillance equipment	2.1 Air situation displays are appropriately configured for tasks 2.2 Surveillance equipment is operated in degraded mode 2.3 Surveillance tools are effectively used 2.4 Surveillance malfunctions are recognised, reported and rectified when able 2.5 Surveillance equipment is included in scan pattern 2.6 Surveillance equipment is operated within performance limitations 2.7 Surveillance alarms and warning messages are actioned 2.8 Surveillance system data is interpreted for pertinent operational information
3 Use Flight Progress Strips (FPS) and Flight Data Records (FDR)	3.1 Information is interpreted and recorded on FPS and FDR using prescribed format 3.2 FPS and FDR are updated to reflect current air traffic situation 3.3 FPS and FDR are manipulated to reflect current and/or future air traffic situation 3.4 FPS and FDR are archived in accordance with workplace procedure 3.5 FPS and FDR are included in scan pattern and cross-referenced for accuracy
4 Operate ancillary equipment	4.1 Ancillary equipment is matched and configured to tasks 4.2 Ancillary equipment is included in scan pattern 4.3 Ancillary equipment is operated within performance limitations and/or workplace procedure 4.4 Ancillary equipment data is interpreted for pertinent operational

ELEMENT	PERFORMANCE CRITERIA
	information, and processed as required
	4.5 Aids to navigation are monitored for serviceability when able
	4.6 Ancillary equipment malfunctions are recognised, reported and rectified when able
	4.7 Ancillary equipment alarms and warning messages are actioned
5 Where provided, use graphic facilities for route	5.1 Facilities are used to assist in recognising conflict situations and solving separation problems
	5.2 Graphic facilities are used at appropriate levels of efficiency
6 Where provided, use graphic or other facilities for display	6.1 Graphic or other facilities are used to maintain an accurate traffic picture
	6.2 Graphic or other facilities are used at appropriate levels of efficiency
7 Use mandated memory prompts	7.1 Mandated memory prompts are used in accordance with workplace procedures
	7.2 Mandated memory prompts are used at an appropriate level of efficiency

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- Procedures for the operation of equipment and workstations
- Procedures for the use of flight progress strips and/or running sheets, where applicable
- Appropriate responses in the event of facility failures and alarms, including knowledge of degraded modes and types of facility failures (e.g. use of relevant checklists)
- Responsibilities for system, equipment and facilities operation
- Relevant facilities, HMI/workstation and equipment used, their functions and applications
- Relevant aspects of operational communication/navigation facilities (e.g. voice switch control systems, radar, CPDLC, ADS)
- Protocols and procedures surrounding the use of communication equipment
- Underlying system architecture and processes
- Relevant sections of the Air Traffic Services procedures manual and local instructions relevant to facility use
- Safety hazards and risks that exist when operating equipment and workstations and related risk control procedures and precautions
- Problems that may occur when operating equipment and workstations and appropriate action that should be taken in each case
- Degraded modes of operation for communication, surveillance and ancillary systems, including the availability of this equipment during degraded operations
- HMI states and events associated with the operating system
- Communication equipment functions, configurations, data sources (bias) and limitations
- Surveillance equipment functions, configurations, data sources (bias) and limitations
- Ancillary equipment functions, configurations, data sources (bias) and limitations
- Configuration, uses and limitations of flight progress strips and flight data records
- System architecture and redundancy including ultimate fallback
- Alerts, alarms and warning messages
- Indicators of malfunctioning equipment and degraded modes of operation
- Conflict recognition tools and graphic aids
- Surveillance range and footprints through, and adjacent to, the area of jurisdiction
- Communication range and footprints through, and adjacent to, the area of jurisdiction and adjoining frequencies

REQUIRED KNOWLEDGE AND SKILLS

- Occupational health and safety considerations concerning workplace equipment set up and use
- Aeronautical data bases relevant to providing air traffic services including aeronautical information functions
- Workstation layout and ergonomics
- Requirements for checking and testing equipment including frequencies
- Degraded modes handbook and checklists
- Air situation display default setups
- Sectorisation and combining and de-combining sectors
- Availability and use of maps, including system and private maps
- Bypass RADAR control input
- Allocation of SSR codes including sector specific codes
- Flight progress strips and flight data records
- System functions associated with flight information service and search and rescue alerting services

Required skills:

- Communicate effectively with others when operating air traffic control equipment and workstations
- Actively listen when operating air traffic control equipment and workstations
- Read and interpret instructions, regulations, procedures and other information relevant to air traffic control equipment and workstations
- Interpret and follow operational instructions and prioritise work
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Complete documentation related to the use of air traffic control equipment and workstations
- Operate electronic communication equipment to required protocol
- Format, send and receive electronic messages
- Operate equipment to communicate on appropriate frequencies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating air traffic control equipment and workstations in accordance with regulatory requirements and workplace procedures
- Make decisions related to the use of air traffic control equipment and facilities
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace

REQUIRED KNOWLEDGE AND SKILLS

- Anticipate and prepare for work tasks
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Implement contingency plans for unexpected events that may arise when operating air traffic control equipment and workstations
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating air traffic control equipment and workstations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Demonstrate an attitude to error management that limits unintentional deviation from work practices and maintains accuracy through application of disciplined procedures and practices and a methodical work ethic
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use air traffic control equipment and workstations
- Be confident but not complacent or reliant on automation and technology, and readily apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic
- Operate windows-based menus
- Operate input devices
- Configure voice switching and communications equipment and test for correct operation
- Configure ancillary equipment
- Merge communications equipment functions
- Operate communication equipment, bypass and retransmit facilities
- Configure primary and secondary air situation displays
- Action alerts, alarms and serviceability warnings
- Accept system upgrades
- Operate degraded equipment including in ultimate fallback configuration

REQUIRED KNOWLEDGE AND SKILLS

- Use aeronautical data bases
- Use electronic and mechanical memory prompts
- Monitor the serviceability of equipment
- Recognise faults as required to pass information of value to technicians
- Use flight progress strips and flight data records
- Use graphic on-screen tools and select and display maps
- Manipulate data labels and fields
- Use flow management systems, including incorporating runway changes
- Discriminate between and interpret displayed flight information
- Use conflict recognition tools and graphic aids
- Assess and manipulate message queues

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|---|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| HMI configuration could be: | <ul style="list-style-type: none"> • subject to standard operating configurations imposed by the operating authority. It is possible that individual setup for a workstation for enhancing personal performance will need to be constrained within the framework of the operating authority's instructions |
| Air traffic control workplace may be a workstation in: | <ul style="list-style-type: none"> • Area Control • Approach Control • Aerodrome Control |
| Operational facilities may include: | <ul style="list-style-type: none"> • display equipment • navigation systems • communications and surveillance equipment • lighting systems • arresting systems for military use |
| Mandated memory prompts may include: | <ul style="list-style-type: none"> • system prompts • timers • designators for aerodrome works, auto-release, runway-in-use • paper or electronic flight progress strip manipulations etc. |
| Aeronautical information may include but is not necessarily limited to: | <ul style="list-style-type: none"> • meteorological forecasts or reports • NOTAM information • aerodrome information |
| Graphic facilities for route may include but are not necessarily limited to: | <ul style="list-style-type: none"> • velocity vectors • projected position indicators • graphic re-routing functions |
| Graphic facilities for display include but are not necessarily limited to: | <ul style="list-style-type: none"> • varying display symbols • use of colour • use of filters • flight progress strip presentations • map presentations |
| Facility failure may be: | <ul style="list-style-type: none"> • total or partial |

RANGE STATEMENT

Alarms may be aural and/or visual and indicate either:

- aircraft emergency conditions, or
- a discrepancy between expected and observed system conditions

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- regulatory standards and recommended practices

Information/documents may include:

- training curricula and syllabi
- relevant sections of Civil Aviation Safety Regulations
- relevant CASA Manuals of Standards (MOS)
- air traffic control Local Instructions (LI) and Temporary Local Instructions (TLI)
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)
- Training Standards Manual (TSM)
- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- workplace procedures and instructions
- occupational specification for air traffic controllers
- equipment manufacturers specifications and instructions
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- training and assessment records
- operator s handbook and system manuals
- documented learning and assessment strategies

Applicable regulations and legislation may include:

- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field W - Equipment and Systems Operations

AVIW5018A Operate and manage aircraft systems

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate as pilot-in-command of an aircraft during visual, instrument and night conditions. This includes operating and managing aircraft systems, sub-systems (equipment) and devices. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Visual Flight Rules (VFR) / Night Visual Flight Rules (NVFR) / Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to operate and manage aircraft systems.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate and manage aircraft systems during normal flight	<p>1.1 Aircraft systems, sub-systems (equipment) and devices applicable to the aircraft type are operated in accordance with manufacturer's Pilot Operator's Handbook(POH)/Flight Manual and company operations manual</p> <p>1.2 Aircraft systems, sub-systems (equipment) and devices are monitored using a systematic scan technique</p> <p>1.3 Aircraft systems and flight environment information is analysed to identify actual and potential threats or errors</p> <p>1.4 Automated aircraft systems are utilised to manage cockpit workload</p> <p>1.5 Checklist procedures are completed as appropriate to the aircraft system</p>
2 Manage aircraft systems during abnormal and emergency procedures	<p>2.1 Non-normal or emergency situations are recognised</p> <p>2.2 Aircraft control is maintained</p> <p>2.3 Affected aircraft system is identified and confirmed</p> <p>2.4 From memory, recall items are stated and performed in accordance manufacturer's Pilot Operator's Handbook(POH)/Flight Manual or company operations manual</p> <p>2.5 Appropriate non-normal or emergency procedures are performed in accordance with relevant workplace and emergency procedures and regulatory requirements</p> <p>2.6 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes</p> <p>2.7 Location and operation of emergency systems applicable to aircraft type are demonstrated and explained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Aircraft systems as applicable to aircraft rating/endorsement requirements may include:
- Fuel system including:
 - use of a schematic diagram of the fuel system to explain layout and normal operating procedures
 - likely faults that may affect the fuel system
 - emergency operating procedures for the fuel system
 - operation of fuel selector panel
 - use of cross-feed if applicable
 - fuel-dumping procedures if applicable
 - full fuel capacity and fuel grade
 - normal, minimum and maximum fuel pressures
- Hydraulic system (if applicable) including:
 - use of a schematic diagram of the hydraulic system to explain layout and normal operating procedures
 - likely faults that may affect the hydraulic system
 - emergency operating procedures for the hydraulic system
 - units or services operated by hydraulics
 - type of hydraulic fluid, operating pressure and capacity of reservoir
- Electrical system including:
 - use of a schematic diagram of the electrical system to explain type(s) of electrical system (AC/DC)
 - likely faults that may affect the electrical system
 - emergency operating procedures for the electrical system
 - voltage and amperage of battery
 - number and output of generators
 - methods of circuit protection
 - location of fuses and circuit breakers
 - precautions to be taken when operating electrical service
 - instruments operated by electrics
- Oil system including:
 - use of a schematic diagram of the oil system to explain functions of the oil system
 - likely faults that may affect the oil system

REQUIRED KNOWLEDGE AND SKILLS

- emergency operating procedures for the oil system
- number of tanks, capacity and oil grade
- oil sources of auxiliary systems such as CSU, propeller feathering if fitted
- normal, minimum and maximum oil pressure and temperature
- operation of oil cooling system
- Autopilot (if applicable) including:
 - principles of operation of the autopilot system
 - likely faults that may affect the autopilot system
 - emergency operating procedures for the autopilot system
- identification of power sources, voltage or pressure
- procedure to determine gyros are operating normally
- procedure to engage autopilot
- normal and emergency procedure to disengage autopilot
- limits of gyro units
- Anti-icing and de-icing systems (if applicable) including:
 - method of de-icing aerofoils, propeller and carburettor
 - heat or power source of de-icing/anti-icing equipment
 - anti-icing and de-icing system limitations
 - operation and control of the anti-icing and de-icing systems
 - likely faults that may affect the anti-icing and de-icing systems
- emergency operating procedures for the anti-icing and de-icing systems
- Heating, ventilation and pressurisation systems (if applicable) including:
 - normal procedures to operate and control system
 - likely faults that may affect the heating, ventilation and pressurisation system
- emergency procedures for operation of system
- precautions to be complied with
- Pitot/static system including:
 - use of a schematic diagram to explain the layout and operation of the pitot/static system
 - heating source of pitot system if applicable
 - operating procedure for pitot/static system
 - methods of detecting pitot/static system problems
 - procedures to rectify static system problems
 - location of pitot and static pressure source
 - location of static drain points if applicable
- Enhanced Ground Proximity Warning System/Terrain Awareness and Warning System (EGPWS/TAWS) (if applicable):

REQUIRED KNOWLEDGE AND SKILLS

- identification and demonstration or explanation of the function of all cockpit EGPWS/TAWS controls
- information the Terrain Awareness Display shows
- warnings given by the fitted EGPWS/TAWS, including what each warning indicates is happening to the aircraft in flight
- Traffic and Collision Avoidance Systems (TCAS) (if applicable):
 - surveillance and collision avoidance functions of TCAS II
 - system limitations, selectivity and inhibits
 - basic components of TCAS II
- identification and demonstration or explanation of the function of cockpit controls
- TCAS II visual displays and symbology
- functions of audio alerts and annunciations
- appropriate crew response to multiple TCAS II events, and parallel runway approach conflicts
- recall of the radiotelephone procedures following a TCAS II alert
- requirements for a written report of a TCAS II alert and to whom it must be submitted
- Pressurisation systems (if applicable):
 - pressurisation failure warning indications fitted to the aircraft type flown
 - function of bleed air with respect to an aircraft pressurisation system
 - procedure for manual control of cabin pressurisation applicable to the aircraft type flown
 - recall of the maximum pressure differential for the aircraft type flown
 - symptoms, indications and warnings that may indicate failure of the pressurisation system
 - automatic depressurisation system operation procedures after landing
 - physiological symptoms of hypoxia
 - physical and psychological hazards that could occur during a rapid decompression
 - cabin altitude above which supplementary oxygen must be used by crew and passengers
- Retractable undercarriage (if applicable):
 - method of preventing retraction of the undercarriage on the ground
 - cockpit indications for undercarriage down and locked
 - cockpit indications for undercarriage retracted
 - emergency procedures to extend and lock the undercarriage down
- Suction system (if applicable):
 - use of a schematic diagram of the suction system to explain the function of the suction system
 - source of suction pressure
 - normal operating pressure
 - instruments that are operated by suction pressure
 - warning system to indicate suction pump failure

REQUIRED KNOWLEDGE AND SKILLS

- Automated systems (if applicable):
- limitations of automated systems
- operating procedures for systems such as: Flight Management System, auto throttle/engine control, Flight Director System, automated aircraft navigation systems, automated engine condition and monitoring system
- workload management procedures for utilising automated systems
- warning systems/indicators to identify automated systems failure
- Aircraft system checklists:
- explanation of the normal system operating procedures of the aircraft systems, subsystems and devices used to operate the specific aircraft type including: use of published scans and checklists, immediate action items, warnings, limitations

Required skills:

- Perform systematic scan technique for monitoring aircraft systems, sub-systems (equipment) and devices
- Operate manual and automated aircraft systems where applicable
- Interpret aircraft system displays (where applicable)
- Undertake fault finding in aircraft systems
- Use automated systems to manage workload
- Communicate effectively with others when operating and managing aircraft systems
- Read and interpret instructions, regulations, procedures and other information relevant to operating and managing aircraft systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating and managing aircraft systems
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating and managing aircraft systems
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating and managing aircraft systems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating and managing aircraft systems
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and managing aircraft systems
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating and managing aircraft systems

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • VFR • NVFR • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the relevant authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable flight • head up display suitable flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/other NAV system • simulation of emergency and abnormal procedures |
| Dependent on the type of organisation concerned and the | <ul style="list-style-type: none"> • company procedures • enterprise procedures |

RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

W - Equipment and Systems Operations

AVIW5022A Coordinate the removal of disabled aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to coordinate the removal of an aircraft which has become disabled on or near the aerodrome movement area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit applies to aerodromes that operate across a variety of operational contexts within the Australian aviation industry.

The work must be carried out in accordance with applicable operational standards as required by CASA when coordinating the removal of a disabled aircraft.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate the removal of a disabled aircraft	<p>1.1 Appropriate clearances (if relevant and necessary) are obtained prior to the removal process</p> <p>1.2 Established removal procedures are followed</p> <p>1.3 Removal activities are coordinated with aircraft owner and relevant regulatory bodies</p> <p>1.4 The need for recovery equipment is determined and its source identified</p> <p>1.5 Escort services on the airside are provided if required</p> <p>1.6 Airport organisations and others likely to be affected by the removal are notified</p> <p>1.7 An appropriate location to which to move the aircraft and a route to that location is established</p>
2 Maintain operational facilities	<p>2.1 A serviceability inspection is carried out to determine which areas can be restored to operative service</p> <p>2.2 Infringement of the Obstacle Limitation Surfaces (OLS) and any changes to declared distances are determined</p> <p>2.3 Visual aids are provided, installed and removed when no longer required</p> <p>2.4 Notice to Airman (NOTAM) action is initiated/cancelled if and when necessary</p> <p>2.5 A serviceability check of the area is carried out</p>
3 Document and record the removal process	<p>3.1 Records of meetings are minuted</p> <p>3.2 Photographs of the removal process are taken</p> <p>3.3 Appropriate log book entries are made</p> <p>3.4 All necessary reports are prepared</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Types and uses of visual aids
- Typical defects that can occur and related action that should be taken
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements
- Declared distances for aircraft operations
- Declared OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Visual inspection procedures
- Standard Operating Procedures (SOPs) for the removal of a disabled aircraft
- Aerodrome serviceability standards
- Types of removal equipment available
- Obstacle Limitation Surfaces applicable to that aerodrome
- Communication equipment checks

Required skills:

- Calculate declared distances that are defined by CASA
- Conduct serviceability inspections of aerodrome and Obstacle Limitation Surfaces
- Communicate effectively with others when coordinating disabled aircraft removal
- Read and interpret instructions, regulations, procedures and other information relevant to disabled aircraft removal
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to removal of disabled aircraft
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating the removal of disabled aircraft
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when coordinating the removal of disabled aircraft in accordance with regulatory requirements and workplace

REQUIRED KNOWLEDGE AND SKILLS

procedures

- Implement contingency plans for unexpected events that may arise when coordinating the removal of disabled aircraft
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when coordinating the removal of disabled aircraft
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others, or damage to goods or equipment
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Removal of disabled aircraft may need to occur: | <ul style="list-style-type: none">• by day or night• in any weather conditions |
| Types of aircraft may include: | <ul style="list-style-type: none">• commercial passenger aircraft• freighter aircraft• commercial charter aircraft |
| Situations requiring removal of disabled aircraft may include: | <ul style="list-style-type: none">• a flat tyre• severe impact with the ground• impact with buildings or vehicles• acts or threats of terrorism |
| Procedures for facilitation of disabled aircraft removal may include: | <ul style="list-style-type: none">• notification of aircraft owner• notification of regulatory authorities• coordination of the removal of the disabled aircraft including returning the aerodrome to full operations |
| Relevant authorities for accessing and reporting purposes include: | <ul style="list-style-type: none">• aircraft owner• aerodrome operator or delegated person• NOTAM Office (Airservices Australia)• Civil Aviation Safety Authority (CASA)• Air Traffic Control (ATC)• Australian Transport Safety Bureau (ATSB)• Department of Transport and Regional Services (DOTARS)• State and Federal Police• Australian Defence Forces Command for military bases• aerodrome users |
| Aerodromes may include: | <ul style="list-style-type: none">• certified aerodromes• registered aerodromes• military aerodromes• other |
| Aerodrome movement area includes: | <ul style="list-style-type: none">• apron• taxiway• runway |
| Aerodrome surrounds may include: | <ul style="list-style-type: none">• fences and gates• buildings• waterways• drainage system |

RANGE STATEMENT

- areas surrounding navigational aids
- Obstacle Limitation Surfaces
- Obstacle Restriction Areas may include:
 - runway strips
 - clearways
 - taxiway strips
 - runway end safety areas
- Visual aids may include:
 - wind indicator
 - signal circles
 - aerodrome lighting
 - markers and markings
- Signs and notices may include:
 - authorised entry
 - speed restrictions
 - no smoking
 - limited access
 - hazard warnings
 - movement area guidance signs
 - underground electrical reticulation
- Navigational aides may include:
 - Non Directional Beacons (NDBs)
 - VHF Omni-directional Radio Range (VOR)
 - Distance Measuring Equipment (DME)
 - Instrument Landing Systems (ILS)
- Hazardous situations leading to the unserviceability of sealed movement areas may include:
 - changes or loss of runway surface frictional characteristics
 - excessive loose materials
 - potholes or cracks
 - unsatisfactory pavement bearing capacity
 - loss of runway shape
 - loss of visibility of markings
 - stripping
 - flooding
 - runway edge fretting
 - bird or animal activity
 - disabled aircraft, vehicles and equipment and associated debris
 - fuel and oil spills
- Procedures for making movement and obstacle restriction areas safe may involve:
 - partial closure of the movement area
 - marking the unserviceable area by day or night
 - closing the movement area (aerodrome closure)
 - extinguishing lighting in the hazardous section of the movement area
 - contacting the aerodrome users

RANGE STATEMENT

Serviceability markings/advice may include:

- reporting of the above by NOTAM
- signal circle markers
- unserviceability cross markers
- unserviceability cones
- displaced threshold markers
- unserviceability lighting
- glider markers
- dumb bell markers

Suitable means of reporting will include some or all of the following:

- verbal communications
- other written means of communication as is appropriate (e.g. fax)
- NOTAMS

Emergency response procedures may include:

- implementing aerodrome emergency procedures
- reporting to the local police service
- reporting to the Australian Transport Safety Bureau

Hazards in the work areas may include:

- aircraft movements
- aircraft noise
- other vehicles, including heavy moving equipment and plant, in the vicinity of aircraft
- personnel in the vicinity of aircraft
- jet blast
- fumes
- dust

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures (SOPs)

Information/documents may include:

- aerodrome manuals
- workplace operating procedures manual
- Manual of Standards - Aerodromes (part 139)
- En Route Supplement Australia (ERSA)
- airline timetables
- induction and training manuals

Applicable regulations and legislation may include:

- sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to inspecting aerodromes
- relevant requirements, standards and recommended practices of the International Civil Aviation Organisation (ICAO) pertaining to airport reporting
- Manual of Standards - Aerodromes (part 139)

RANGE STATEMENT

- sections of the Transport Safety Investigations Act pertaining to the reporting of transport safety matters

Unit Sector(s)

Not applicable.

Competency field

Competency Field W - Equipment and Systems Operations

AVIY3052A Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct Helicopter Landing Site (HLS) and Unprepared Helicopter Landing Site (UHLS) operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate III.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare for HLS/UHLS operations

- 1.1 Helicopter cabin and/or mission equipment is configured for HLS/UHLS operations
- 1.2 Helicopter flight performance calculations are completed and/or considered to meet operational requirements
- 1.3 Weather conditions in the operating environment are identified and the effects on the mission are considered and communicated to other crewmembers
- 1.4 A visual or map reconnaissance of the landing sight is conducted to operational standards
- 1.5 In-flight crew brief is conducted and applicable crew resource management and human factor concerns are addressed
- 1.6 Operational requirements are considered and concerns about the completion of the operation are raised to other crewmembers
- 1.7 Operational environments are identified
- 1.8 Safety hazards are identified and reported in accordance with the organisation's safety risk management procedures and regulatory requirements
- 1.9 Appropriate hazard mitigation strategies are determined and implemented in conjunction with other aircrew members in accordance with safety risk management procedures and regulatory requirements

2 Conduct HLS/UHLS operations

- 2.1 Helicopter position in relation to the HLS/UHLS is assessed and the information is communicated to other crewmembers to meet operational standards
- 2.2 Obstacles are identified and their position, in relation to the aircraft, is related to other crewmembers
- 2.3 Situation awareness is maintained throughout the HLS/UHLS operation
- 2.4 Emergency situations are identified and communicated to the crew in sufficient time to prevent an incident

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Helicopter dimensions
- Helicopter capabilities and limitations
- Helicopter power and performance data factors
- HLS/UHLS operational and safety procedures
- Procedures for operating any electronic communications equipment with required protocol
- Communication procedures and terminologies applicable to HLS/UHLS operations
- Relevant OH&S and environmental protection procedures and guidelines
- CASA regulatory and organisational safety risk management policies and procedures

Required skills:

- Identify and assess vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment, with regard to potential obstacles to the safety of flight
- Communicate any adjustments to the aircraft flight profile where necessary to the applicable/responsible flight crew member, in an efficient and effective manner
- Identify hazardous and/or dangerous situations that pose risks to safety of flight and personnel
- React appropriately to avoid hazardous situations and/or dangerous situations that pose risks to safety of flight and personnel
- Maintain situational awareness
- Complete documentation related to conducting HLS and UHLS operations
- Interpret and follow aircraft documentation
- Communicate, collaborate and interact effectively with others when conducting HLS and UHLS operations
- Read and interpret instructions and procedures relevant to conducting HLS and UHLS operations
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting HLS and UHLS operations in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting HLS and UHLS operations

REQUIRED KNOWLEDGE AND SKILLS

- Apply risk management principles and initiate required actions to identify, minimise, control or eliminate hazards that may exist when conducting HLS and UHLS operations
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Aircraft may include:	<ul style="list-style-type: none">• single or multiple engine• rotary wing
Aircraft flight performance calculations may include:	<ul style="list-style-type: none">• engine power• fuel• speed• aircraft weight• environmental conditions• aircraft configuration
Work environment may include:	<ul style="list-style-type: none">• by day or by night• over land or over sea• Prepared or Unprepared rotary wing aircraft landing sites• urban, rural, mountainous, desert and wilderness operational environments
Environmental conditions may include:	<ul style="list-style-type: none">• ambient temperature• prevailing wind direction and speed• sea state• airborne or ground effect turbulence• unforecast meteorological conditions
In-flight conditions may include:	<ul style="list-style-type: none">• day• night• sea states• VMC• IMC• aviation relevant meteorological events
Operational requirements may include:	<ul style="list-style-type: none">• internal/external load lift missions• VIP and general passenger transport• EMS/SAR task and mission support• hoisting• formation flight by day/night• fire-fighting operations• media operations• maritime support tasking
Abnormal/emergency situations may include:	<ul style="list-style-type: none">• degraded or loss of situational awareness• ineffective crew resource management• aircraft fuselage or rotor system obstacle strike• bird/bat strike

RANGE STATEMENT

Safety hazards and obstacles may include:

- aircraft system malfunction or failure
- abnormal or emergency situations related to aircraft, crew or mission factors
- loss of situational awareness, internal and external to the aircraft
- personal equipment failure
- loss of internal/external aircraft communications
- degraded/restricted visibility due to meteorological effect
- aircraft system malfunction and/or failure
- rotor blade strike
- fuselage strike
- undetected proximity to ground obstacles
- ambient light (sun/moon position)
- moon luminance
- cultural lighting
- urban environment structures, both man-made and natural edifices
- rural environment elements including man-made structures, terrain and wildlife
- wilderness environment including vegetation, terrain and wildlife
- maritime environment including sea state, vessels and weather
- other aircraft
- personnel within the vicinity of HLS/UHLS operations
- HLS/UHLS area surface conditions

Helicopter position considerations may include:

- altitude
- rate of descent/climb
- rate of closure (speed)
- aircraft lateral drift during hover sequences
- heading/yaw orientation
- rate of turn related to flight obstacles

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- relevant sections of Civil Aviation Safety Regulations
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)

RANGE STATEMENT

Applicable regulations and legislation may include:

- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4001B Control aeroplane on the ground

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control an aeroplane on the ground including starting and stopping an aeroplane engine, fulfilling all required safety requirements, performing pre-taxi functions and manoeuvring the aeroplane on the ground without incident. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relating to controlling an aeroplane on the ground.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Start and stop engine	<p>1.1 Pre-start and after-start checks are completed in accordance with Flight Manual/POH</p> <p>1.2 Engine is started and shut down in accordance with Flight Manual/POH</p> <p>1.3 Emergencies are managed in accordance with Flight Manual/POH and regulatory requirements</p> <p>1.4 Pre-and after shutdown checks are completed in accordance with Flight Manual/POH</p> <p>1.5 Complies with manufacturers limitations and reports deviations when appropriate</p> <p>1.6 Aeroplane is positioned to ensure safety when starting engine</p>
2 Taxi aeroplane	<p>2.1 ATIS reports and taxi clearance are obtained where applicable</p> <p>2.2 Aeroplane is taxied at a safe speed and in accordance with prevailing aerodrome, traffic, surface and weather conditions</p> <p>2.3 Brake and instrument checks are performed clear of conflicting traffic and other hazards to confirm serviceability</p> <p>2.4 Engine handling and braking on the ground is in accordance with Flight Manual/POH</p> <p>2.5 Airfield markings/lights/signals/indicators are interpreted and complied with</p> <p>2.6 Maintains lookout and right-of-way rules and complies with ATC or marshalling instructions when applicable</p> <p>2.7 Adverse effect of propeller slipstream or jetwash on other aeroplanes, aerodrome facilities and personnel is avoided</p> <p>2.8 Inspection of taxi path is carried out when surface conditions are obscured</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Relevant aeroplane/equipment characteristics including starter system limitations, fuel system including cause and effect of fuel vaporisation, and aeroplane braking and steering systems
- On-ground control procedures including pre-start checks, clearing of propellers, use of filtered air, hot and cold engine start, after-start checks, pre-shutdown checks, actions in the event of brake or tyre failure, aeroplane emergency management, and engine hand-start procedures where applicable
- Aerodrome markings, lighting and marshalling signals
- Relevant sections of the Flight Manual/POH
- Local air traffic control procedures
- Aeroplane type recognition

Required skills:

- Control an aeroplane on the ground in accordance with Flight Manual/POH
- Control and manage emergencies
- Manoeuvre aeroplane on the ground without incident
- Perform various on-ground functions simultaneously as required
- Interpret marshalling signals
- Interpret airfield diagrams
- Identify suitable parking areas
- Comply with regulatory requirements and local air traffic control instructions
- Interpret and communicate operational information
- Select and use relevant equipment including throttle, steering and brakes
- Use instruments to monitor aeroplane performance
- Communicate effectively with others when controlling an aeroplane on the ground
- Read and interpret instructions, regulations, procedures and other information relevant to controlling an aeroplane on the ground
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling an aeroplane on the ground
- Operate electronic communication equipment to required protocol

REQUIRED KNOWLEDGE AND SKILLS

- Work collaboratively with others when controlling aeroplane on the ground
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling an aeroplane on the ground in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling an aeroplane on the ground
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling an aeroplane on the ground
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling an aeroplane on the ground

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aeroplane • multi engine aeroplane • variable air traffic conditions • variable weather conditions • variable ground traffic conditions • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aeroplane with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power • a suitable means of simulating instrument flight conditions |
| Aeroplane may include: | <ul style="list-style-type: none"> • fixed wing • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Surfaces may include: | <ul style="list-style-type: none"> • sealed • gravel • grass |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |

RANGE STATEMENT

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the control of aircraft on the ground including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- operations manuals
- local air traffic control instructions
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in ADF context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4002B Take off aeroplane

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform an aeroplane take-off, including completing pre-take-off checks, take-off procedures, after take-off checks and a rejected take-off. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to aeroplane take-off.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out pre-take-off procedures	<p>1.1 Pre-take-off briefing is completed</p> <p>1.2 Approved pre-take-off and line up checklists are completed in accordance with Flight Manual/POH or company operations manual</p> <p>1.3 Aeroplane is lined up in the centre of the runway in take-off direction</p> <p>1.4 Air Traffic Control clearances are obtained where applicable</p>
2 Take off aeroplane	<p>2.1 Take-off power is applied, aeroplane is maintained aligned with centre of runway with wings maintained level and rotated at manufacturers recommended speed to achieve planned climb performance</p> <p>2.2 Aeroplane is configured for nominated climb profile, and tracking on centreline of runway is maintained</p> <p>2.3 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain</p> <p>2.4 Separation with all circuit traffic is maintained</p> <p>2.5 Radiotelephone listening watch is maintained</p> <p>2.6 Local and published noise abatement requirements and curfews are observed</p> <p>2.7 After take-off checks are performed in accordance with approved checklist</p>
3 Perform rejected take-off	<p>3.1 Rejected take-off requirement is identified</p> <p>3.2 Power is reduced smoothly and promptly</p> <p>3.3 Braking devices are activated</p> <p>3.4 Control is maintained to bring the aeroplane to a safe stop</p> <p>3.5 Associated procedures and/or checklists are initiated and completed</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Calculation of crosswind components
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Purpose and functions of aeroplane systems
- Functions and effects of all aeroplane controls
- All pre-take-off and after take-off checks
- Aeroplane take-off performance
- Air traffic requirements
- Factors affecting take-off distance and initial climb performance
- Procedures for the use of take-off performance charts
- Factors affecting directional control of the aeroplane
- Problems that may occur when taking off an aeroplane and appropriate action that should be taken in each case
- Manufacturers specifications relating to the operation of aeroplane
- Obstacle clearance requirements

Required skills:

- Apply take-off procedures in accordance with regulatory requirements
- Compensate for the secondary effects of controls
- Interpret windsock indications
- Comply with air traffic instructions and regulatory requirements
- Maintain awareness of the circuit traffic situation
- Manage take-off emergencies
- Identify surface conditions, obstructions, other crossing traffic on runways and taxiways, or other hazards that might hinder a safe take-off
- Communicate effectively with others when taking off an aeroplane
- Read and interpret instructions, regulations, procedures and other information relevant to taking off an aeroplane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to taking off an aeroplane

REQUIRED KNOWLEDGE AND SKILLS

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when taking off an aeroplane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when taking off an aeroplane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when taking off an aeroplane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when taking off an aeroplane
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when taking off an aeroplane

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aeroplane • multi engine aeroplane • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Performance may be demonstrated on an aeroplane with:	<ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power
Aeroplane may include:	<ul style="list-style-type: none"> • fixed wing • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments • head up displays
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Runways may include:	<ul style="list-style-type: none"> • sealed • gravel • grass
Take-off must include:	<ul style="list-style-type: none"> • normal • crosswind
Pre-take-off briefings may include:	<ul style="list-style-type: none"> • departure procedures • actions in the event of non-normal or emergency situations
Air Traffic Control clearances may include:	<ul style="list-style-type: none"> • line-up • take-off

RANGE STATEMENT

- | | |
|---|--|
| Braking devices may include: | <ul style="list-style-type: none"> • departure • wheel brakes • spoilers • prop fine/reverse • thrust reverse • other drag devices |
| Rejected take-off requirement may include: | <ul style="list-style-type: none"> • aeroplane malfunction • flight strip obstruction • ATC direction • aeroplane performance |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to taking off an aeroplane, including Day Visual Flight Rules (Day VFR) • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • take-off reference charts • approved operators manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards |
| Performance includes tolerances specified in either of: | <ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Day VFR Syllabus |

RANGE STATEMENT

- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4003B Control aeroplane in normal flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control an aeroplane in normal flight, including climbing an aeroplane, maintaining straight and level flight, descending an aeroplane, turning an aeroplane, controlling an aeroplane at slow speed, and performing circuits and approaches. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant when controlling an aeroplane in normal flight.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Climb aeroplane	<p>1.1 Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (V_y), maximum angle (V_x) and cruise conditions of flight during straight and turning manoeuvres</p> <p>1.2 Aeroplane is maintained in balanced flight and trimmed</p> <p>1.3 Aeroplane is levelled off from climb at nominated altitude using standard aeroplane procedures</p> <p>1.4 Flightpath clearance is ensured</p> <p>1.5 Climb checks are completed</p> <p>1.6 Air traffic control altitude restrictions are observed</p>
2 Maintain straight and level flight	<p>2.1 Power, attitude and configuration are set to achieve straight and level flight</p> <p>2.2 Aeroplane is maintained in balanced flight and trimmed</p> <p>2.3 Altitude and heading are maintained within tolerances</p> <p>2.4 Flightpath clearance is ensured</p>
3 Descend aeroplane	<p>3.1 Power, attitude and configuration are set to achieve descent during glide, power assisted flight and approach profiles</p> <p>3.2 Aeroplane is maintained in balanced flight and trimmed</p> <p>3.3 Aeroplane is levelled from a descent at a nominated altitude</p> <p>3.4 Flightpath clearance is ensured</p> <p>3.5 Air traffic control altitude restrictions are observed</p> <p>3.6 Aeroplane does not exceed operating limits during descent</p> <p>3.7 Effects of undercarriage and flaps are managed</p> <p>3.8 Descent checks are completed</p>
4 Turn aeroplane	<p>4.1 'Airspace cleared' procedure is carried out</p> <p>4.2 Heading is altered in balanced flight during level, climbing, descending and gliding manoeuvres and turns are performed at varying rates to achieve specified tracks</p> <p>4.3 Turn on to nominated heading or geographical feature is achieved</p> <p>4.4 Aeroplane does not exceed operating limits during turns</p>
5 Control aeroplane at slow speed	<p>5.1 Pre-manoeuve checks are completed in accordance with operating procedures</p> <p>5.2 Aeroplane is flown at minimum clean approach speed and at minimum landing configuration approach speed as specified in Flight Manual/POH in balanced flight</p> <p>5.3 Height awareness is maintained during slow speed flight</p> <p>5.4 Recovery to cruise speed is achieved whilst maintaining height</p>

ELEMENT	PERFORMANCE CRITERIA
6 Perform circuits and approaches	<p>6.1 Traffic patterns are conducted in accordance with AIP procedures appropriate to the aeroplane type with allowance for wind velocity on all legs of the circuit</p> <p>6.2 All checklists are completed and radiotelephone procedures followed</p> <p>6.3 The approach path is appropriately intercepted and maintained in a manner applicable to the aeroplane type, whilst remaining clear of other traffic</p> <p>6.4 Traffic conflict or adverse flight conditions are recognised when they arise and a go-around is performed from any position in the traffic pattern</p> <p>6.5 Right of way rules are applied and complied with</p> <p>6.6 Radio listening watch is maintained in accordance with established procedures</p> <p>6.7 Aeroplane is configured for landing</p>
7 Comply with airspace requirements	<p>7.1 While aeroplane is maintained within a specified area, compliance is maintained with air traffic requirements and controlled or restricted airspace conditions or limitations</p> <p>7.2 Appropriate reactions are made to factors which may affect the safe progress of the flight</p> <p>7.3 Awareness of aeroplane position is maintained using charts and geographical features</p> <p>7.4 Radio listening watch is maintained in accordance with established procedures</p> <p>7.5 Weather conditions are monitored and an appropriate action is taken</p> <p>7.6 Local and published noise abatement requirements and curfews are observed</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Regulations and Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all aeroplane controls
- Procedures for setting power in normally aspirated, turbocharged or supercharged engines as applicable
- Theory and application of best rate and angle of climb
- Use of instruments to monitor aeroplane performance
- Relationship of attitude and power to trim
- Use of trim controls
- Use of autopilot/flight director functions where applicable
- Operation of stall warning devices fitted to aeroplane
- Effects of flap
- Use of flap
- The effects of excessive cooling on engine performance
- Effects of carburettor or intake icing
- The effects and use of carburettor heat or de-icing systems
- The requirements and procedures for maximum rate descent
- Hazards during maximum rate descent
- 'Airspace cleared' procedure to be carried out before all turns
- The effect of turning and acceleration on magnetic compass accuracy
- The tendency to under bank in descending turn and over bank in a climbing turn
- Cause of and compensation for aileron drag
- The effect of angle of bank and load factor on stall speeds
- Circuit patterns and procedures
- Go-around procedures from base leg and final approach
- Pre-landing checks
- After take-off checks
- The dangers of turbulence and wake turbulence when flying at low speed
- The effect of turning and acceleration on magnetic compass accuracy
- Day VFR criteria

REQUIRED KNOWLEDGE AND SKILLS

Required skills:

- Apply the techniques of straight and level, climbing and descending flight to achieve a consistent traffic pattern and approach to landing
- Compensate for the secondary effects of controls
- Perform various functions simultaneously as required
- Maintain separation between aircraft
- Remain within a designated area whilst complying with airspace and air traffic requirements
- Use instruments to monitor aeroplane performance
- Maintain compliance with regulatory requirements
- Communicate effectively with others when controlling an aeroplane in normal flight including use of radio
- Read and interpret instructions, regulations, procedures and other information relevant to controlling an aeroplane in normal flight
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling an aeroplane in normal flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling an aeroplane in normal flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling an aeroplane in normal flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling an aeroplane in normal flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling an aeroplane in normal flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling an aeroplane in normal flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none">• variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• single engine aeroplane• multi engine aeroplane• variable air traffic conditions• variable flight situations• abnormal situations• classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aeroplane with: | <ul style="list-style-type: none">• fully functioning dual controls• an electronic intercom system• dual control brakes• (if propeller-driven) a constant speed propeller• a cruise speed of at least 120 kts TAS at cruise power• a suitable means of simulating instrument flight conditions |
| Aeroplane may include: | <ul style="list-style-type: none">• fixed wing• other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none">• single pilot• multi crew |
| Instruments may be: | <ul style="list-style-type: none">• fitted flight instruments• head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none">• local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none">• those designated by the Civil Aviation Safety Authority |
| Runways may include: | <ul style="list-style-type: none">• sealed• gravel• grass |
| Turns may include: | <ul style="list-style-type: none">• level• climbing• descending |
| Checklists may include: | <ul style="list-style-type: none">• climb• cruise• approach• descent• pre-landing |

RANGE STATEMENT

Circuit height may include:

- final
- standard
- low-level

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Procedures maintaining compliance with airspace requirements are:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit area and transition to the flight area is completed without incident
- departure from the flight area and transition to the circuit area is completed without incident

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and

RANGE STATEMENT

Instructions

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4004B Land aeroplane

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to land an aeroplane, including controlling the rate of descent, aligning the plane with runway centreline, maintaining directional control, minimising ballooning and bouncing, and stopping the aeroplane within the available runway length. It also includes completion of after-landing checks and the performance of a mishandled landing/go-around when required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to landing an aeroplane.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Land aeroplane	<ul style="list-style-type: none">1.1 Aeroplane is landed at a controlled rate of descent with alignment above the runway centreline, within a specified area, without drift, and with directional control maintained1.2 Aeroplane is stopped within the available runway length1.3 Ballooning and bouncing are minimised and controlled in accordance with established aviation practice1.4 After-landing checks are performed in accordance with approved checklist1.5 Separation with conflicting air and ground traffic is maintained1.6 Runway is vacated when practicable1.7 Landing clearance is obtained at applicable airfields1.8 Wake turbulence is avoided1.9 Weather conditions are monitored
2 Manage mishandled landing	<ul style="list-style-type: none">2.1 Decision to perform go-around is made when safe landing cannot be achieved2.2 Power and configuration are selected to safely control aeroplane2.3 Aeroplane is manoeuvred clear of the ground and after take-off procedures are conducted2.4 Allowance for wind velocity is made during go-around2.5 Wake turbulence is avoided

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Circuit and landing procedures
- All required checklist items
- The causes of loss of directional control during landing
- The aerodynamic forces involved during the flare
- The effect of wind on landing performance
- The cross wind limits for the aeroplane type flown
- The techniques used to land an aeroplane in a cross wind
- How to calculate a cross wind component
- The causes of aquaplaning and procedures to avoid aquaplaning
- Aeroplane performance calculation
- Air traffic procedures
- Windssock and other indicators that are used to determine wind velocity
- Wake turbulence considerations
- Steps for landing an aeroplane in normal headwind and crosswind
- Touch&Go procedures

Required skills:

- Exercise sound judgement sufficient to perform landing procedures
- Compensate for the secondary effect of controls
- Recognise and respond to conditions leading to a go-around
- Carry out correct procedures in the event of a go-around
- Calculate landing performance
- Select and use relevant equipment, including trim controls, flaps, carburettor heat and braking devices
- Use of instruments to monitor aeroplane performance
- Maintain compliance with regulatory requirements
- Communicate effectively with others when landing an aeroplane including use of radio

REQUIRED KNOWLEDGE AND SKILLS

- Read and interpret instructions, regulations, procedures and other information relevant to landing an aeroplane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to landing an aeroplane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when landing an aeroplane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when landing an aeroplane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when landing an aeroplane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when landing an aeroplane
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when landing an aeroplane

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none">• variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• single engine aeroplane• multi engine aeroplane• variable air traffic conditions• variable flight situations• abnormal situations• classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aeroplane with: | <ul style="list-style-type: none">• fully functioning dual controls• an electronic intercom system• dual control brakes• (if propeller-driven) a constant speed propeller• a cruise speed of at least 120 kts TAS at cruise power• a suitable means of simulating instrument flight conditions |
| Aeroplane may include: | <ul style="list-style-type: none">• fixed wing• other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none">• single pilot• multi crew |
| Instruments may be: | <ul style="list-style-type: none">• fitted flight instruments• head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none">• local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none">• as designated by the regulator• restricted and danger areas• military control zones• Air Defence Identification Zones |
| Runways may include: | <ul style="list-style-type: none">• sealed• gravel• grass |
| Landings include: | <ul style="list-style-type: none">• normal• crosswind• flap• flapless/non standard flap• Touch & Go |
| Dependent on the type of | <ul style="list-style-type: none">• company procedures |

RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may include:

- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the landing of an aeroplane
- in Defence context, relevant Defence Orders and Instructions
- Fight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- Landing Performance Charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4005B Execute advanced aeroplane manoeuvres and procedures

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control the aeroplane in a range of situations by the application of advanced manoeuvres and procedures, including turning an aeroplane steeply, sideslipping the aeroplane and executing short take-offs and landings. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant when executing advanced aeroplane manoeuvres and procedures.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Turn aeroplane steeply	1.1 Flightpath is cleared before and during turn 1.2 Level turn of nominated bank angle is achieved without altitude change to nominated heading 1.3 Descending turn of nominated bank angle is achieved to a nominated heading 1.4 Awareness of higher stall speed in turns is demonstrated 1.5 Aeroplane operating limits are not exceeded
2 Sideslip aeroplane	2.1 Yaw is induced to achieve increased rate of descent while maintaining track and airspeed 2.2 Recovery from sideslip is achieved and aeroplane is returned to balanced flight 2.3 Flightpath is cleared before and during manoeuvre 2.4 Glide speed is maintained
3 Execute short take-off	3.1 Take-off performance is calculated in accordance with performance chart 3.2 Pre-take-off, line-up and after take-off checks are performed in accordance with approved checklist and regulatory requirements 3.3 Aeroplane is lined up to enable use of maximum runway length 3.4 Short take-off technique is applied in accordance with Flight Manual/POH requirements 3.5 Separation with other traffic is maintained 3.6 Appropriate allowance is made for surface and wind conditions
4 Execute short landing	4.1 Landing performance is calculated in accordance with performance chart 4.2 Aeroplane is landed at nominated touchdown point using techniques and procedures in accordance with Flight Manual/POH requirements 4.3 Separation with other traffic is maintained 4.4 Appropriate allowance is made for surface and wind conditions 4.5 After landing checks are performed in accordance with approved checklist and regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Regulations and Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all aeroplane controls
- Procedures for turning an aeroplane steeply
- Procedures for sideslipping an aeroplane
- Procedures for short take-offs and landings
- The increased stalling speed in a steep turn
- The increased induced drag during a steep turn
- The effects of a sideslip on aeroplane performance
- The effects of sideslipping on aeroplane on fuel, pitot and flap systems
- Take-off and landing performance chart calculations
- Ground hazards associated with minimum ground roll operations
- The effects of g forces
- The effects of maximum rate and minimum radius turns
- Application of pre-maneuvre checks in accordance with regulatory requirements and manufacturers procedures
- Procedures and techniques for turning of an aeroplane steeply
- Procedures and techniques for sideslipping of an aeroplane
- Procedures and techniques for short take-offs and landings
- Windsock and other indicators that are used to determine wind velocity
- Local and published noise abatement requirements and curfews

Required skills:

- Recognise flight situations which may require advanced manoeuvres and procedures, and apply the necessary techniques
- Compensate for the secondary effects of controls
- Conduct a steep turn
- Sideslip an aeroplane
- Complete short take-offs and landings
- Monitoring functions of fuel systems

REQUIRED KNOWLEDGE AND SKILLS

- Maintain compliance with regulatory requirements
- Select and use relevant equipment during the execution of advanced aeroplane manoeuvres and procedures
- Use instruments to monitor aeroplane performance
- Communicate effectively with others when executing advanced aeroplane manoeuvres and procedures
- Read and interpret instructions, regulations, procedures and other information relevant to the execution of advanced aeroplane manoeuvres and procedures
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to advanced aeroplane manoeuvres and procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when executing advanced aeroplane manoeuvres and procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when executing advanced aeroplane manoeuvres and procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when executing advanced aeroplane manoeuvres and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during advanced aeroplane manoeuvres and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Pre-manoevre checks are performed in accordance with regulatory requirements and manufacturers procedures
- Identify and correctly use equipment required to conduct advanced aeroplane manoeuvres and procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aeroplane • multi engine aeroplane • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aeroplane with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power • a suitable means of simulating instrument flight conditions |
| Aeroplane may include: | <ul style="list-style-type: none"> • fixed wing • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Advanced procedures may include: | <ul style="list-style-type: none"> • turning an aeroplane steeply • sideslipping the aeroplane • executing short take-offs • executing short landings |
| Runways may include: | <ul style="list-style-type: none"> • sealed • gravel • grass |
| Steep turns may include: | <ul style="list-style-type: none"> • collision avoidance • max-rate |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in ADF context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in ADF context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4006B Manage abnormal aeroplane flight situations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to accurately assess an abnormal situation and perform immediate actions, configure the aeroplane, select an emergency landing area and land with no injury to personnel or damage to the aeroplane or property. Abnormal situations may include engine failure at take-off or during flight; a stall; an incipient or full spin; a forced landing; or other abnormal operational situations involving equipment, instruments, control, airframe, fire or other onboard emergencies. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to managing abnormal aeroplane flight situations.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Note:

Where an abnormal situation might potentially cause damage to the aeroplane and/or be harmful to personnel, evidence for assessment purposes should be obtained from other than observation of performance in an actual abnormal operational situation (e.g. through using an appropriate simulator and/or structured questioning, or termination of a simulated forced landing at a point where the assessment of an outcome can be made).

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage engine failure after take-off	1.1 (In simulated conditions) Control of aeroplane is maintained 1.2 Immediate actions are performed in accordance with Pilot's Operating Handbook (POH) 1.3 A landing area within gliding distance is selected, and emergency procedures are performed in accordance with Flight Manual/POH 1.4 Flight profile is flown from which a controlled landing could be achieved 1.5 ATS or other agencies capable of providing assistance are advised of situation and intentions
2 Perform forced landing following engine failure	2.1 (In simulated conditions) Control of aeroplane is maintained 2.2 Immediate actions are performed in accordance with Pilot's Operating Handbook (POH) 2.3 A landing area within gliding distance is selected and aeroplane is manoeuvred to nominated landing area 2.4 Consideration is given to restarting the engine when appropriate 2.5 Flight profile is flown from which a controlled landing could be achieved 2.6 ATS or other agencies capable of providing assistance are advised of situation and intentions
3 Recognise and recover from stall	3.1 Stall signs and symptoms are recognised 3.2 Aeroplane attitude and power settings are adjusted to resume normal balanced flight on advent of stall in accordance with established aviation practice 3.3 Height loss is consistent with aeroplane type
4 Recognise and recover from an incipient spin	4.1 Incipient spin signs and symptoms are recognised 4.2 Recovery at incipient spin stage (stall with wing drop) is performed and controlled flight is resumed in accordance with established aviation practice 4.3 Recovery at incipient spin stage during a turn is performed and controlled flight is resumed
5 Conduct precautionary search and landing	5.1 Intentions are communicated to other traffic or agencies when appropriate 5.2 Aeroplane is configured for inspection flight profile 5.3 Landing area is selected and inspected for approach, landing distance, surface, and obstacle clearance to ensure aeroplane could be landed safely
6 Manage on-board abnormal and	6.1 (In simulated conditions) Control of aeroplane is maintained 6.2 Abnormal and emergency situations are identified, and managed

ELEMENT

emergency situations

PERFORMANCE CRITERIA

in accordance with relevant emergency procedures and regulatory requirements

6.3 Appropriate emergency procedures are followed in accordance with Flight Manual/POH and published procedures while maintaining control of the aeroplane

6.4 Requirement for emergency evacuation of aeroplane is identified

6.5 Emergency evacuation of aeroplane is executed when appropriate

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Regulations and Orders pertaining to abnormal flight situations
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all aeroplane controls
- Controllability checks and external inspection procedures
- Engine failure emergency procedures
- Explain the effects of a partial engine failure on aeroplane performance with respect to straight and level flight and turning while maintaining level flight
- Describe the hazards associated with turning an aeroplane at slow speed using large angles of bank while maintaining level flight following a partial engine failure after take-off
- Explain what factors should be considered when deciding whether to land immediately or proceed to a more suitable landing area after a partial engine failure
- Practical action plans for use in the event of an engine failure after take-off
- A plan of action to be used in the event of an engine failure in flight, other than after take-off
- Factors affecting a stall
- Symptoms of the approach to the stall and the stall
- Causes of stalling
- Recovery techniques
- The potential dangers of unbalanced flight at slow speed
- Actions required to recover from an incipient spin (wing drop at point of stall)
- Action required to recover from a stall during a turn
- Spin entry and recovery techniques
- The difference between a spin and spiral dive
- Symmetrical and rolling g limitations
- Procedures to be followed to recover from a stall
- Procedures to be followed to recover from an incipient spin
- Height loss whilst gliding including minimum height to achieve safe turns towards selected landing area
- Action planning processes
- All applicable checklist items
- Emergency radio procedures

REQUIRED KNOWLEDGE AND SKILLS

- Passenger briefing procedures for abnormal and emergency situations
- Pre-abandonment/emergency evacuation checks
- Survival techniques following an emergency evacuation
- Operation of safety/survival/life support equipment applicable to aeroplane type
- Actions to be conducted following a forced landing
- Poor visibility configuration
- Hazards associated with flying operations at low level
- Ditching procedures when specified in the Flight Manual, Pilot's Operating Handbook (POH) or company operations manual

Required skills:

- Operate the aeroplane within its limitations, achieving optimum performance
- Compensate for the secondary effects of controls
- Demonstrate awareness of appropriate forced landing areas in the aerodrome environs
- Identify symptoms of incipient and developed stalls
- Recognise situations which may require a precautionary landing
- Perform various functions simultaneously as required
- Ensure compliance with relevant emergency procedures and regulatory requirements
- Select and use relevant equipment in abnormal aeroplane flight situations
- Use instruments to monitor aeroplane performance
- Communicate effectively with others when managing abnormal aeroplane flight situations including radio use
- Read and interpret instructions, regulations, procedures and other information relevant to managing abnormal aeroplane flight situations
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to abnormal aeroplane flight situations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing abnormal aeroplane flight situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing abnormal aeroplane flight situations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing abnormal aeroplane flight situations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during abnormal aeroplane flight situations

REQUIRED KNOWLEDGE AND SKILLS

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage abnormal aeroplane flight situations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aeroplane • synthetic training device approved by appropriate authority • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aeroplane with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power • a suitable means of simulating instrument flight conditions |
| Aeroplane may include: | <ul style="list-style-type: none"> • fixed wing • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Abnormal conditions may include: | <ul style="list-style-type: none"> • engine failure at take-off • engine failure during flight • stall • incipient spin • forced landing • onboard abnormal operational situations involving equipment, instruments, control, airframe, fire or other on-board emergency |

RANGE STATEMENT

Simulated emergency evacuation environments may include:	<ul style="list-style-type: none"> • in-flight • on land • in water
Runways may include:	<ul style="list-style-type: none"> • sealed • gravel • grass
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the various abnormal flight situations including Day Visual Flight Rules (Day VFR) • in ADF context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • emergency procedures • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in ADF context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Day VFR Syllabus • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions

RANGE STATEMENT

- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4007B Manage aircraft fuel

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage aircraft fuel, including determining aircraft fuel requirements and performing the necessary calculations, refuelling the aircraft and ensuring the fuel system is configured and operated for maximum safety and efficiency in the prevailing flight conditions. It also includes calculating requirements, configuring the fuel system and making adjustments to achieve best range and best endurance within prescribed safety parameters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to managing aircraft fuel.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan fuel requirements	<p>1.1 Total en route and reserve fuel requirement is determined in accordance with regulatory requirements</p> <p>1.2 Allowance is made for possible abnormal or emergency situation</p>
2 Manage fuel system	<p>2.1 Fuel system is operated in accordance with Flight Manual/Pilot's Operating Handbook (POH)</p> <p>2.2 Fuel contents and quality are confirmed before flight</p> <p>2.3 Fuel status is monitored throughout flight and revised as circumstances change</p> <p>2.4 Aircraft is configured to achieve desired profile, best range or endurance</p> <p>2.5 OH&S procedures are followed at all times when carrying out fuel management procedures</p> <p>2.6 Potential hazards are anticipated and precautions applied</p>
3 Refuel aircraft	<p>3.1 Aircraft is refuelled correctly in accordance with Flight Manual/POH, OH&S, regulatory requirements and workplace procedures</p> <p>3.2 Appropriate precautions are taken to ensure the safety of personnel and property during refuelling operations</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aircraft fuel systems
- The fuel consumption of the aircraft at varying power settings
- Factors affecting fuel consumption
- Calculation of conversion between imperial, United States and metric measures
- Mixture leaning technique, if applicable
- The fuel reserve requirement for aircraft
- Regulations and procedures for refuelling aircraft
- Methods of identifying applicable grade of fuel for aircraft type
- The dangers of using the incorrect grade of fuel
- The operation of the aircraft fuel system
- Procedures for the calculation of Equi Time Point (ETP) and Point of No Return (PNR)
- Aerodynamic, engine and airframe requirements for aircraft to achieve best range and endurance
- Hazards that exist when refuelling aircraft and related hazard control procedures and precautions
- Problems that may occur when managing aircraft fuel and appropriate action that should be taken in each case

Required skills:

- Plan aircraft fuel requirements
- Refuel an aircraft
- Manage the operation of an aircraft fuel system
- Calculate fuel allowances, consumption and endurance
- Recognise deteriorating situations impacting on fuel requirements
- Monitor fuel usage to achieve desired profile, best range or endurance following configuration changes
- Implement safety precautions during aircraft refuelling
- Maintain compliance with regulatory requirements
- Maintain workplace records relevant to aircraft fuel management

REQUIRED KNOWLEDGE AND SKILLS

- Read and interpret instructions, regulations, procedures and other information relevant to managing aircraft fuel
- Calculate Equi Time Point (ETP) and Point of No Return (PNR)
- Identify applicable grade of fuel for aircraft type
- Perform fuel quality control checks
- Apply air safety practices and regulations
- Communicate effectively with others when managing aircraft fuel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to managing aircraft fuel
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing aircraft fuel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing aircraft fuel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing aircraft fuel
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing aircraft fuel
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing aircraft fuel

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aircraft with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Equipment for fuel transfer will be: | <ul style="list-style-type: none"> • as appropriate for the type of aircraft and the fuel source being used |
| Fuel source may include: | <ul style="list-style-type: none"> • fuel bowzers • fuel tanker • drummed fuel |
| Fuel allowances may be made for: | <ul style="list-style-type: none"> • fixed fuel reserves • en route and destination meteorological forecasts |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • airfield requirements • holding requirements • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR) • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • aircraft performance manual • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) or equivalent • charts • operations manuals • approved checklists • fuel log • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Day VFR Syllabus • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4008B Control aircraft solely by reference to full instrument panel

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform all normal flight manoeuvres solely using the full instrument panel, including maintenance of straight and level flight, climbing and descending aircraft, performing a rate one turn, recovering from unusual attitudes, and re-establishing VFR conditions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or Defence; relevant airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to control of an aircraft solely by reference to the full instrument panel as part of commercial aircraft activities.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Perform manoeuvres using the full instrument panel	<p>1.1 Straight and level flight is maintained solely by reference to the full instrument panel</p> <p>1.2 Aircraft is climbed and descended solely by reference to the full instrument panel</p> <p>1.3 A rate one turn is performed onto a nominated heading solely by reference to the full instrument panel</p> <p>1.4 Recovery from unusual attitudes is executed solely by reference to the full instrument panel</p> <p>1.5 Adverse physiological sensations are accepted but ignored in accordance with established aviation practice</p> <p>1.6 Corrective control movements are smooth</p> <p>1.7 Instrument power sources are checked for serviceability and monitored in flight</p> <p>1.8 Heading instruments are synchronised before take-off and regularly throughout the flight</p>
2 Re-establish VFR conditions using the full instrument panel	<p>2.1 Controlled flight is maintained solely by reference to the full instrument panel</p> <p>2.2 Plan is developed that ensures re-establishment of visual flight</p> <p>2.3 Safe altitude is maintained</p> <p>2.4 Assistance is requested from ATS and/or emergency call to maintain safe operations</p> <p>2.5 VFR conditions are re-established in accordance with regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all aircraft controls
- The function and limitations of flight instruments
- Pitot, airframe and carburettor icing and prevention/removal procedures
- Instrument failure warning flags and indications
- The physiological factors which may affect pilots during instrument flight
- The attitude and power requirements for respective conditions of flight
- Meteorological theory
- Full panel instrument scan technique
- Hazards that exist when controlling an aircraft by reference to the full instrument panel and related hazard control procedures and precautions
- Problems that may occur when controlling an aircraft by reference to the full instrument panel and action that should be taken in each case

Required skills:

- Perform manoeuvres and procedures solely by use of the full instrument panel
- Use instrument scan techniques applicable to the condition of flight
- Perform pitot/static and flight instrument system serviceability and functional checks
- Set the attitude indicator pitch datum for straight and level attitude
- Anticipate instruments lag in performance
- Compensate for the secondary effects of controls
- Perform trimming and balancing of aircraft
- Compensate for turning and acceleration errors
- Maintain orientation under simulated instrument flight conditions
- Control the aircraft by reference to the artificial horizon and gyro compass
- Confirm attitudes using performance instruments
- Interpret meteorological and NOTAM information
- Comply with regulatory requirements
- Communicate effectively with others when controlling an aircraft solely by reference to full

REQUIRED KNOWLEDGE AND SKILLS

instrument panel

- Read and interpret instructions, regulations, procedures and other information relevant to controlling an aircraft solely by reference to full instrument panel
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to controlling an aircraft solely by reference to full instrument panel
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling an aircraft solely by reference to full instrument panel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling an aircraft solely by reference to full instrument panel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling an aircraft solely by reference to full instrument panel
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling an aircraft solely by reference to full instrument panel
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling an aircraft solely by reference to full instrument panel

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules • VMC with simulated IMC |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aircraft with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power • a suitable means of simulating instrument flight conditions |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Unusual attitudes may include: | <ul style="list-style-type: none"> • nose high and low • varying angles of bank and power settings • unbalanced flight |
| Adverse physiological sensations may include: | <ul style="list-style-type: none"> • leans • disorientation |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- airsickness
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Day VFR Syllabus
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4009B Control aircraft solely by reference to limited instrument panel

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform all normal flight manoeuvres using the limited instrument panel, including maintenance of straight and level flight, climbing and descending aircraft, performing a rate one turn, recovering from unusual attitudes, and re-establishing VFR conditions. Limited instrumentation means without the availability of an artificial horizon, attitude indicator or gyro compass. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to controlling an aircraft by limited instrument panel.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Perform manoeuvres using limited instrument panel	<p>1.1 Straight and level flight is maintained solely by reference to the limited instrument panel</p> <p>1.2 Aircraft is climbed and descended solely by reference to the limited instrument panel</p> <p>1.3 A rate one turn is performed onto a nominated heading solely by reference to the limited instrument panel</p> <p>1.4 Recovery from unusual attitudes is executed solely by reference to the limited instrument panel</p> <p>1.5 Adverse physiological sensations are recognised and ignored where appropriate in accordance with established aviation practice</p> <p>1.6 Corrective control movements are smooth</p> <p>1.7 Time is allowed for performance instruments to stabilise</p>
2 Re-establish VFR conditions using the limited instrument panel	<p>2.1 Controlled flight is maintain solely by reference to the limited instrument panel</p> <p>2.2 Plan is developed that ensures re-establishment of visual flight</p> <p>2.3 Safe altitude is maintained</p> <p>2.4 Assistance is requested from ATS and/or emergency call to maintain safe operations</p> <p>2.5 VFR conditions are re-established in accordance with regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all aircraft controls
- The need for flying using the limited instrument panel
- The function and limitations of limited panel flight instruments
- The interpretation of the limited panel instrument indications
- The physiological factors which may affect pilots during instrument flight
- Limited panel instrument scan techniques
- Meteorological theory
- Hazards that exist when controlling an aircraft by reference to the limited instrument panel and related hazard control procedures and precautions
- Problems that may occur when controlling an aircraft by reference to the limited instrument panel and appropriate action that should be taken in each case

Required skills:

- Perform manoeuvres and procedures solely by use of the limited instrument panel
- Use instrument scan techniques applicable to limited instrument panel flight
- Anticipate and allow for normal adverse physiological reaction to limited panel flight
- Maintain orientation in simulated instrument flight conditions
- Use limited instruments to monitor aircraft performance
- Perform serviceability check of suction gauges and instrument power
- Recognise failure of the attitude indicator and gyro compass or directional gyro (DG)
- Perform trimming and balancing of aircraft
- Anticipate instruments lag in performance
- Determine bank indications utilising the turn needle/coordinator
- Confirm pitch attitude using the airspeed indicator, VSI and altimeter
- Compensate for turning and acceleration errors
- Comply with regulatory requirements
- Interpret meteorological and NOTAM information
- Communicate effectively with others when controlling aircraft solely by reference to limited

REQUIRED KNOWLEDGE AND SKILLS

instrument panel

- Read and interpret instructions, regulations, procedures and other information relevant to controlling aircraft solely by reference to limited instrument panel
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to controlling aircraft solely by reference to limited instrument panel
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling aircraft solely by reference to limited instrument panel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling aircraft solely by reference to limited instrument panel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling aircraft solely by reference to limited instrument panel
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling aircraft solely by reference to limited instrument panel
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling aircraft solely by reference to limited instrument panel

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules • VMC with simulated IMC |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Performance may be demonstrated on an aircraft with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • (if propeller-driven) a constant speed propeller • a cruise speed of at least 120 kts TAS at cruise power • a suitable means of simulating instrument flight conditions |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Unusual attitudes may include: | <ul style="list-style-type: none"> • nose high and low • varying angles of bank and power settings • unbalanced flight |
| Adverse physiological sensations may include: | <ul style="list-style-type: none"> • leans • disorientation |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- airsickness
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Day VFR Syllabus
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4011B Control helicopter on the ground

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control a helicopter on the ground, including starting and stopping a helicopter engine, engaging the rotor and controlling the main rotor disc and anti-torque system, fulfilling all required safety requirements, performing pre-taxi functions and manoeuvring the helicopter on the ground. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relating to controlling a helicopter on the ground.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Start and stop engine	<p>1.1 Start/stop checklists are followed in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Helicopter is positioned with a view to safety and rotor clearance when starting engine</p> <p>1.3 Engine is started/stopped in accordance with manufacturers instruction, workplace procedures, regulatory requirements and Flight Manual/Pilot's Operating Handbook (POH)</p> <p>1.4 Pre-start and after-start checks are completed in accordance with Flight Manual/POH</p> <p>1.5 Emergencies are managed in accordance with Flight Manual/POH, emergency procedures and regulatory requirements</p> <p>1.6 Pre- and after-shutdown checks are completed in accordance with approved checklist and Flight Manual/POH</p> <p>1.7 Engine is operated within manufacturers limitations</p> <p>1.8 Compliance is maintained with local and published noise abatement requirements and curfews</p>
2 Engage and stop rotor	<p>2.1 Wind conditions are assessed and appropriate allowance is made in accordance with manufacturers instructions and workplace procedures</p> <p>2.2 Engine RPM is set within limits before rotor engagement</p> <p>2.3 Rotor brake is released/applied in accordance with Flight Manual/POH procedures</p> <p>2.4 Rotor is engaged and stopped in accordance with manufacturers instructions, workplace procedures and Flight Manual/POH</p> <p>2.5 Engine RPM is maintained within limits during rotor engagement in accordance with manufacturers instructions</p> <p>2.6 Disc position is maintained within operating limits both as RPM increases and during rotor stopping operations</p> <p>2.7 Transmission, hydraulic system and engine indications are monitored and appropriate responses are made if necessary</p>
3 Control main rotor disc and anti-torque system	<p>3.1 Collective and cyclic pitch controls are set to maintain main rotor disc parallel to the landing surface at flat pitch and at idle RPM</p> <p>3.2 Anti-torque pedals are set to compensate for main rotor torque</p> <p>3.3 Rotor disc and RPM are controlled while performing any other required tasks or actions</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Relevant helicopter/equipment characteristics including:
 - aircraft operational limitations
 - helicopter starter motor limitations
 - fuel system including cause and effect of fuel vaporisation
 - rotor engagement system
 - fitted fire-fighting equipment and its applications
 - effect of wind on engines and rotor blades
 - dynamic roll over
 - ground resonance
 - helicopter braking and steering systems
- On-ground helicopter control procedures including:
 - pre-start checks
 - clearing of rotor blades
 - rotor engagement
 - use of filtered air
 - hot and cold engine start
 - after-start checks
 - shutdown checks
 - actions in the event of brake or tyre failure
 - fire management
- Aerodrome landing area markings and light and marshalling signals
- Relevant sections of the Flight Manual/POH
- Local air traffic control procedures

Required skills:

- Select and use relevant controls/equipment including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- Apply the knowledge to the control of a helicopter on the ground
- Use instruments to monitor helicopter performance

REQUIRED KNOWLEDGE AND SKILLS

- Read and interpret instructions, procedures and information relevant to the control of a helicopter on the ground
- Solve problems associated with the control of a helicopter on the ground
- Communicate effectively with others when controlling a helicopter on the ground
- Read and interpret instructions, regulations, procedures and other information relevant to controlling a helicopter on the ground
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling a helicopter on the ground
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling a helicopter on the ground
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling a helicopter on the ground in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling a helicopter on the ground
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling a helicopter on the ground
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling a helicopter on the ground

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and or skidded undercarriages |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Ground operations may be made at: | <ul style="list-style-type: none"> • a prepared or unprepared aerodrome • an approved helicopter landing site (HLS) |
| Operational hazards during ground operations may include: | <ul style="list-style-type: none"> • variable surface conditions • other aircraft • loose objects • personnel • animals • birds • propeller/tail rotor/rotor wash and jet blast |
| Guidance during ground operations may be provided by: | <ul style="list-style-type: none"> • air traffic control instructions • light signals • aerodrome markings |
| Checklists may include: | <ul style="list-style-type: none"> • pre-flight • pre-start • engine start • shutdown • post-fight |
| Dependent on the type of organisation concerned and the local terminology used, workplace | <ul style="list-style-type: none"> • company procedures • enterprise procedures |

RANGE STATEMENT

procedures may include:

- organisational procedures
- established procedures
- standard operating procedures

Procedures maintaining compliance with airspace requirements are:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit area and transition to the flight area is completed without incident
- ground operations are completed without incident

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Day VFR Syllabus

RANGE STATEMENT

- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4012B Control helicopter in hovering flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control a helicopter in hovering flight, including lifting off, hovering a helicopter, performing hovering checks; hovering a helicopter in cross and tail winds; performing spot/pedal turns; conducting turns around nose and tail; and performing sideways and backwards flight. It also includes landing from the hover, managing a mislanding, and aborting a lift off. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when controlling a helicopter in hovering flight.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Lift off, hover helicopter and perform hover checks	<p>1.1 Pre-take-off checks are performed in accordance with workplace procedures, approved checklist and regulatory requirements</p> <p>1.2 Helicopter is established in hovering flight over a hover point</p> <p>1.3 Hover checks are performed in accordance with workplace procedures, approved checklist and regulatory requirements</p> <p>1.4 Helicopter is maintained in flight and kept over a nominated hover point at a nominated height and heading</p> <p>1.5 Helicopter remains clear of the 'avoid' area of the manufacturers height-velocity diagram where possible</p> <p>1.6 Coordinated corrective action is used to counter the effects of wind gusts</p> <p>1.7 Implications of unfavourable weather are assessed and appropriate compensation is made</p> <p>1.8 Helicopter is maintained clear of obstructions</p> <p>1.9 Adverse effect of rotor wash is avoided</p> <p>1.10 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain</p>
2 Hover helicopter in cross and tail winds	<p>2.1 Helicopter is maintained in flight remaining over a nominated hover point at a nominated height and heading in cross and tail winds</p> <p>2.2 Coordinated corrective action is used to control the effects of wind gusts</p>
3 Perform spot/pedal turns	<p>3.1 Helicopter is turned around the mast while maintaining a constant height and specified rate of turn over the hover point</p> <p>3.2 Controlled corrective action is used to control the effects of wind gusts</p> <p>3.3 Helicopter is maintained clear of obstructions/ground</p> <p>3.4 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility, obstructions and terrain</p>
4 Perform turns around nose and tail	<p>4.1 Helicopter is turned around a nominated point on or forward of the nose or on or aft of the tail of the helicopter while maintaining a constant height and specified rate of movement around the point</p> <p>4.2 Controlled corrective action is taken to counter the effects of wind gusts</p> <p>4.3 Helicopter is maintained clear of obstructions/ground during turning manoeuvres</p> <p>4.4 Lookout is maintained using a systematic scan technique at a</p>

ELEMENT	PERFORMANCE CRITERIA
	rate determined by traffic density, visibility, obstructions and terrain
5 Perform sideways and backwards flight	<p data-bbox="587 387 1401 490">5.1 Helicopter is transitioned from static hover to sideways and rearward flight in accordance with workplace procedures, approved checklist and regulatory requirements</p> <p data-bbox="587 506 1434 568">5.2 Transition from static hover to sideways and rearward flight is terminated over a nominated hover point</p> <p data-bbox="587 584 1445 687">5.3 Lookout is maintained in direction of flight using a systematic scan technique at a rate determined by traffic density, visibility, obstructions and terrain</p> <p data-bbox="587 703 1406 766">5.4 Helicopter is maintained clear of obstructions/ground during sideways and backwards flight manoeuvres</p> <p data-bbox="587 781 1433 844">5.5 Rearward movement is only conducted after visually checking behind helicopter, and height is adjusted as required</p>
6 Land from the hover	<p data-bbox="587 871 1410 974">6.1 Helicopter is lowered on to a nominated point from hovering flight without longitudinal, lateral, yawing or rolling movements and without harshness</p> <p data-bbox="587 990 1383 1052">6.2 Confirmation is made that the helicopter is securely on the ground prior to lowering collective fully</p> <p data-bbox="587 1068 1362 1171">6.3 After-landing checks are performed in accordance with workplace procedures, approved checklist and regulatory requirements</p>
7 Manage a mishandled landing	<p data-bbox="587 1198 1445 1261">7.1 Appropriate action is taken to identify when an adverse landing situation has developed</p> <p data-bbox="587 1276 1374 1310">7.2 A decision to achieve a stabilised position is implemented</p> <p data-bbox="587 1326 1347 1388">7.3 Situation is re-evaluated and the landing is continued if appropriate</p> <p data-bbox="587 1404 1458 1467">7.4 In situations where it is considered inappropriate to continue the landing, the helicopter is lifted off and re-positioned for landing</p>
8 Abort a lift off	<p data-bbox="587 1494 1390 1556">8.1 Should circumstances require, a timely decision is made to discontinue a vertical lift off</p> <p data-bbox="587 1572 1345 1635">8.2 Helicopter is appropriately controlled to ensure that the undercarriage is safely lowered onto the ground</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Relevant helicopter/equipment characteristics including:
 - aircraft operational limitations
 - aerodrome and helicopter landing site markings
 - light and marshalling signals
 - helicopter braking and steering systems
 - application of the height/velocity graph
 - effects of rotor wash
- hazards and risks when controlling a helicopter in hovering flight and precautions for controlling the risks
- relevant sections of the Flight Manual/POH
- local air traffic control procedures
- Helicopter hovering procedures including:
 - pre-take-off checks
 - hover checks
 - maintaining hovering flight in a range of operational conditions
 - turning a helicopter around the mast
 - making a transition from static hover to sideways and rearward flight
 - landing the helicopter
 - managing a mislanding

Required skills:

- Select and use relevant controls/equipment including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- Read and interpret instructions, procedures and information relevant to the control of a helicopter in hovering flight
- Apply the knowledge to the control of a helicopter in hovering flight
- Use instruments to monitor helicopter performance
- Solve any problems when controlling a helicopter in hovering flight
- Communicate effectively with others when controlling helicopter in hovering flight
- Read and interpret instructions, regulations, procedures and other information relevant to

REQUIRED KNOWLEDGE AND SKILLS

controlling helicopter in hovering flight

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling a helicopter in hovering flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling a helicopter in hovering flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling a helicopter in hovering flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling a helicopter in hovering flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling a helicopter in hovering flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling a helicopter in hovering flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheel and skidded undercarriages |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Checklists may include: | <ul style="list-style-type: none"> • pre-flight • pre-start • engine start • pre-taxi • take-off • after take-off • approach and landing • shutdown • post-flight |
| Hovering procedures may be performed at: | <ul style="list-style-type: none"> • a prepared or unprepared aerodrome • an approved helicopter landing site (HLS) |
| Operational hazards during hovering manoeuvres may include: | <ul style="list-style-type: none"> • variable surface conditions • other aircraft • loose objects • personnel • animals • birds |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- propeller/tail rotor/rotor wash and jet blast
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Procedures maintaining compliance with airspace requirements are:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit area and transition to the flight area is completed without incident
- departure from the flight area and transition to the circuit area is completed without incident

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4013B Taxi helicopter

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to taxi a helicopter, including performing ground taxiing manoeuvres, air taxiing manoeuvres, and air transiting manoeuvres. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures relating to taxiing a helicopter

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Perform ground taxiing manoeuvres where applicable	<p>1.1 Taxi clearance is obtained and compliance is maintained with clearance conditions and requirements, if applicable</p> <p>1.2 Helicopter is manoeuvred on the ground over a prescribed track with due allowance for prevailing conditions</p> <p>1.3 Speed is adjusted to suit helicopter type, surface conditions, congestion, maintenance of control and to avoid collision with obstacles or other aircraft</p> <p>1.4 Turns in confined spaces are executed without incident</p> <p>1.5 Adverse effects of rotor wash on personnel, aircraft, structures and trees are avoided</p> <p>1.6 Compliance is maintained with workplace procedures, approved marshalling signals, and regulatory requirements throughout ground taxiing manoeuvres</p>
2 Perform air taxiing manoeuvres	<p>2.1 Taxi clearance is obtained and compliance is maintained with clearance conditions and requirements, if applicable</p> <p>2.2 With allowance for prevailing conditions, the helicopter is manoeuvred above the ground over a prescribed track at constant height associated with ground effect and maintaining a ground speed that allows the safe transit of a helicopter</p> <p>2.3 Helicopter is maintained within the taxiway limits</p> <p>2.4 Turns in confined spaces are executed without incident</p> <p>2.5 Speed is adjusted to suit helicopter type, surface conditions, congestion, maintenance of control and to avoid collision with obstacles or other aircraft</p> <p>2.6 Adverse effects of rotor wash on personnel, aircraft, structures and trees are avoided</p> <p>2.7 The use of ram air or carburettor heat during air taxiing manoeuvres is avoided in dusty conditions</p> <p>2.8 Compliance is maintained with workplace procedures, approved marshalling signals, and regulatory requirements throughout air taxiing manoeuvres</p> <p>2.9 Throughout taxiing manoeuvres, helicopter operation is kept outside of the 'avoid area' of the manufacturers height-velocity diagram where possible</p>
3 Perform air transiting manoeuvres	<p>3.1 Transit clearance is obtained and compliance is maintained with clearance conditions and requirements, if applicable</p> <p>3.2 With allowance for prevailing conditions, the helicopter is manoeuvred at a height not above 100 feet over a prescribed track within the aerodrome boundaries that is clear of obstacles, and at air speeds greater than those used for air taxiing</p>

ELEMENT

PERFORMANCE CRITERIA

- 3.3 Throughout air transit manoeuvres, due awareness is maintained of helicopter operation relative to the manufacturers height-velocity diagram, power required/power available margin, loss of tail rotor effectiveness, traffic movements at the aerodrome and air traffic control requirements
- 3.4 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 3.5 Surface traffic conditions are recognised and accommodated
- 3.6 Different aircraft types are identified and appropriate adjustments made to transiting operations to accommodate the situation of the identified aircraft
- 3.7 Minimum clearance of half rotor diameter is maintained from obstacles
- 3.8 Adverse effect of rotor wash on other aircraft, facilities and personnel is avoided
- 3.9 Compliance is maintained with right of way procedures
- 3.10 Compliance is maintained with light signals, if applicable
- 3.11 Compliance is maintained with workplace procedures, approved marshalling signals, and regulatory requirements throughout air transit manoeuvres

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Basic principles of aerodynamics
- Purpose and functions of helicopter systems
- Functions and effects of all helicopter controls
- Aerodrome and helicopter landing site markings and their meanings
- Light and marshalling signals relevant to helicopter operations
- Helicopter braking and steering systems
- Application of the height/velocity diagram/graph
- Causes and effects of ground resonance and related action that should be taken
- Causes and effects of loss of tail rotor effectiveness and related action that should be taken
- Effects of rotor wash and related precautions that should be taken
- Local air traffic control procedures and instructions
- Hazards and risks when taxiing a helicopter and precautions for controlling the risks
- Problems that may occur when taxiing a helicopter and appropriate action that should be taken in each case

Required skills:

- Interpret and apply air traffic control instructions
- Select and use equipment relevant to the taxiing of a helicopter
- Interpret/use a helicopter manufacturers height-velocity diagram/graph
- Use instruments to monitor helicopter performance
- Apply air safety practices and regulations
- Communicate effectively with others when taxiing a helicopter
- Read and interpret instructions, regulations, procedures and other information relevant to taxiing a helicopter
- Interpret and follow operational instructions and prioritise work
- Complete documentation related taxiing a helicopter
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when taxiing a helicopter
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when a taxiing a helicopter in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when taxiing a helicopter
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when taxiing a helicopter
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when taxiing a helicopter

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled or skidded undercarriages |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Checklists may include: | <ul style="list-style-type: none"> • pre-flight • pre-start • engine start • pre-taxi • take-off • after take-off • approach and landing • shutdown • post-flight |
| Taxi procedures may be performed at: | <ul style="list-style-type: none"> • a prepared or unprepared aerodrome • an approved helicopter landing site (HLS) |
| Guidance during taxi operations may be provided by: | <ul style="list-style-type: none"> • air traffic control instructions • light signals • aerodrome markings |
| Operational hazards during taxiing manoeuvres may include: | <ul style="list-style-type: none"> • variable surface conditions • other aircraft • loose objects |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • personnel • animals • birds • propeller/tail rotor/rotor wash and jet blast • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Procedures maintaining compliance with airspace requirements are:	<ul style="list-style-type: none"> • geographical limits of the flight area is demonstrated on a chart • prominent geographical features are identified using a chart • the limits of the flight area are identified on the ground • the position of controlled airspace is determined using a chart and geographical features • restricted areas are identified using a chart and geographical features • departure from the circuit area and transition to the flight area is completed without incident • departure from the flight area and transition to the circuit area is completed without incident
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR) • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and

RANGE STATEMENT

Instructions

Performance includes tolerances specified in either of:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4014B Take off helicopter and approach to hover

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to take off a helicopter and control its approach to hover at a termination point, including carrying out pre-take-off checks, taking off the helicopter, approaching to hover prior to landing, and performing the go-around procedure. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when taking off a helicopter and controlling its approach to hover.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out pre-take-off checks	<p>1.1 Pre-take-off checks are completed in accordance with approved checklist, workplace procedures and regulatory requirements</p> <p>1.2 Helicopter is lined up in the take-off direction</p> <p>1.3 Helicopter is positioned at the optimum position within the helicopter landing site (HLS)</p> <p>1.4 Line-up checks are performed in accordance with approved checklist, when appropriate</p>
2 Take off helicopter	<p>2.1 Air traffic control clearances are obtained and compliance is maintained with clearance conditions and requirements</p> <p>2.2 Helicopter is moved from a stationary position in a specified direction passing through translational lift remaining clear of obstructions and establishing a climb</p> <p>2.3 After-take-off checks are completed in accordance with approved checklist</p> <p>2.4 Local and published noise abatement requirements and curfews are observed</p> <p>2.5 Awareness of circuit traffic is maintained and conflict is avoided</p> <p>2.6 Situation awareness is maintained in accordance with workplace procedures and regulatory requirements</p>
3 Approach to hover	<p>3.1 Pre-landing checks are completed in accordance with approved checklist, workplace procedures and regulatory requirements</p> <p>3.2 Helicopter is descended to the hover at the termination point at a reducing closure rate and along a specified track on an approach angle appropriate to the helicopter type and conditions</p> <p>3.3 During the descent to the termination point, helicopter operation is maintained within all specified limitations in accordance with workplace procedures, manufacturers instructions and regulatory requirements</p> <p>3.4 Appropriate approach angle and track is intercepted and approach manoeuvres are conducted in accordance with workplace procedures, air traffic control instructions and regulatory requirements</p> <p>3.5 Approach is terminated at the hover over the termination point</p>
4 Perform go-around procedure	<p>4.1 Critical situations are recognised and timely decisions are made to go-around in circumstances that require discontinuation of a circuit or approach</p> <p>4.2 Climb is initiated from any position in the circuit pattern</p> <p>4.3 Obstructions and traffic are appropriately avoided during the climb following a decision to go-around</p>

ELEMENT

PERFORMANCE CRITERIA

- 4.4 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 4.5 Appropriate decisions affecting safety are implemented in the time available
- 4.6 Awareness of all circuit traffic is maintained and conflict avoided
- 4.7 Different aircraft types are identified and appropriate adjustments made to flight operations to accommodate the situation of the identified aircraft
- 4.8 Radiotelephone (R/T) listening watch is maintained and compliance with requirements is observed
- 4.9 Local and published noise abatement requirements and curfews are observed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Basic principles of aerodynamics
- Purpose and functions of helicopter systems
- Functions and effects of all helicopter controls
- Aerodynamic factors affecting helicopter flight performance including:
 - ground effect
 - flapback
 - inflow roll
 - translational lift
 - settling with power
 - overpitching
 - loss of tail rotor effectiveness
 - weight and balance
- All pre- and after-take-off and pre- and after-landing checks
- Air traffic requirements
- Factors affecting take-off and climb performance
- Procedures for the use of performance charts
- Application of the height/velocity diagram/graph
- Local air traffic control procedures and instructions
- Hazards and risks when taking off a helicopter and controlling its approach to hover and precautions for controlling the risks
- Problems that may occur when taking off a helicopter and controlling its approach to hover and appropriate action that should be taken in each case

Required skills:

- Apply the knowledge to the taking off of a helicopter and controlling its approach to hover at a termination point
- Select and use relevant controls/equipment relevant to the taking off of a helicopter and controlling its approach to hover
- Read and interpret instructions, procedures and information relevant to the taking off of a helicopter and controlling its approach to hover

REQUIRED KNOWLEDGE AND SKILLS

- Use instruments to monitor helicopter performance
- Interpret/use a helicopter manufacturers height-velocity diagram/graph
- Solve problems associated with the taking off of a helicopter and controlling its approach to hover
- Communicate effectively with others when taking off a helicopter and controlling its approach to hover
- Read and interpret instructions, regulations, procedures and other information relevant to taking off a helicopter and controlling its approach to hover
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to taking off a helicopter and controlling its approach to the hover
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when taking off a helicopter and controlling its approach to the hover
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when taking off a helicopter and controlling its approach to hover in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when taking off a helicopter and controlling its approach to hover
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when taking off a helicopter and controlling its approach to hover
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when taking off a helicopter and controlling its approach to hover

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and skidded undercarriages |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Checklists may include: | <ul style="list-style-type: none"> • pre-flight • pre-start • engine start • pre-taxi • take-off • after take-off • approach and landing • shutdown • post-flight |
| Hovering procedures may be performed at: | <ul style="list-style-type: none"> • a prepared or unprepared aerodrome • an approved helicopter landing site (HLS) |
| Operational hazards during take-off and approach to the hover may include: | <ul style="list-style-type: none"> • variable surface conditions • other aircraft • loose objects • personnel • animals • birds |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- propeller/tail rotor/rotor wash and jet blast
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Procedures maintaining compliance with airspace requirements are:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit area and transition to the flight area is completed without incident
- departure from the flight area and transition to the circuit area is completed without incident

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4015B Control helicopter in normal flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control a helicopter in normal flight, including climbing a helicopter, maintaining straight and level flight, descending a helicopter, turning a helicopter, controlling a helicopter at any speed and performing circuits and approaches. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when controlling a helicopter in normal flight.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Climb helicopter	<p>1.1 Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (V_v), maximum angle (V_x) and cruise climb flight configurations from straight flight and turns</p> <p>1.2 Helicopter is maintained in balanced flight during adjustments to attitude and power</p> <p>1.3 Helicopter is levelled off from climb at nominated altitude</p> <p>1.4 Lookout is maintained during climb using a systematic scan technique at a rate determined by traffic density, visibility and terrain</p> <p>1.5 Situation awareness is maintained</p>
2 Maintain straight and level flight	<p>2.1 Attitude and power are adjusted to achieve a constant height, heading and speed while remaining in balanced flight</p> <p>2.2 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain</p> <p>2.3 Natural horizon is used as primary attitude reference</p> <p>2.4 Altitude is maintained within allocated height band</p>
3 Descend helicopter	<p>3.1 Attitude and power are adjusted to enter and maintain a descent from straight flight and turns whilst maintaining balanced flight</p> <p>3.2 Helicopter is levelled from a descent at a nominated altitude</p> <p>3.3 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain</p> <p>3.4 Clearance ahead and below is maintained</p> <p>3.5 Air traffic control altitude restrictions are observed</p> <p>3.6 Helicopter does not exceed design limits during descent</p> <p>3.7 Situation awareness is maintained at all times during helicopter descent</p> <p>3.8 Appropriate precautions are taken to avoid carburettor icing</p>
4 Turn helicopter	<p>4.1 'Airspace cleared' procedure is carried out</p> <p>4.2 Attitude and power are adjusted to enter and maintain turns at varying rates from level, climbing and descending flight to achieve nominated tracks</p> <p>4.3 Helicopter is rolled out from the turn to achieve a nominated heading or geographical feature</p> <p>4.4 Lookout is maintained in direction of turn and above or below using a systematic scan technique at a rate determined by traffic density, visibility and terrain</p> <p>4.5 Engine operating limits are not exceeded</p>
5 Control helicopter at	<p>5.1 Attitude and power are adjusted, accelerated or decelerated to</p>

ELEMENT

PERFORMANCE CRITERIA

any speed

manoeuvre the helicopter at any specified airspeed within the flight envelope while maintaining balanced flight

5.2 Height awareness is maintained at all times and appropriate adjustments are made as required

5.3 Wind conditions are monitored and appropriate allowance is made

5.4 Helicopter is suitably controlled to ensure that it is operated within its design limits

6 Perform circuits and approaches

6.1 Traffic patterns are conducted in accordance with AIP or local procedures at normal and low altitude appropriate to the helicopter type

6.2 When conducting traffic patterns, due allowance is made for the wind and all checklists are completed

6.3 Radiotelephone procedures are followed during circuits in accordance with workplace procedures and regulatory requirements

6.4 The approach path applicable to the helicopter type is intercepted and maintained whilst remaining clear of other traffic

6.5 Lookout is maintained during circuits and approaches using a systematic scan technique at a rate determined by traffic density, visibility and terrain

6.6 Conflicting traffic is recognised and appropriate responses are made

6.7 Right of way rules are applied and compliance with the rules is maintained

6.8 Radio listening watch is maintained in accordance with workplace procedures and regulatory requirements

6.9 Weather conditions are monitored and appropriate responses are made

6.10 Fuel status is monitored and appropriate responses are made

7 Comply with airspace requirements

7.1 Helicopter is maintained within a specified area and/or track while complying with air traffic requirements, controlled or restricted airspace conditions or limitations and reacting to factors that affect the safe progress of a flight

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Functions and effects of all helicopter controls
- Procedures for setting power in normally aspirated, turbocharger, supercharged or turbine engines as applicable
- Forces and moments acting on a helicopter and precautions to manage their effects:
 - in straight and level flight
 - in a climb
 - in a turn
 - during descent
- Rotational and induced airflow
- Application of heading and track
- Theory and application of best rate and angle of climb
- Use of instruments to monitor helicopter performance and significance of colour coding
- Application of the height/velocity diagram/graph
- Procedures for the use of trim controls if appropriate
- Cause and effects of retreating blade stall
- Conditions leading to loss of tail rotor/anti-torque control
- Recognition and avoidance of settling with power/vortex ring state
- The circumstances and procedures for the use of carburettor heat
- Circuit patterns and procedures
- The dangers of wind shear, turbulence and wake turbulence
- The effect of turning and acceleration on magnetic compass accuracy
- Hazards and risks when controlling a helicopter in normal flight and precautions for controlling the risks
- Problems that may occur when controlling a helicopter in normal flight and appropriate action that should be taken in each case

Required skills:

- Apply the knowledge when controlling a helicopter in normal flight
- Select and use relevant controls, including throttle, rotor controls, anti-torque pedals and

REQUIRED KNOWLEDGE AND SKILLS

collective and cyclic pitch controls

- Read and interpret instructions, procedures and information relevant to the control of a helicopter in normal flight
- Use instruments to monitor helicopter performance
- Solve problems associated with controlling a helicopter in normal flight
- Communicate effectively with others when controlling a helicopter in normal flight
- Read and interpret instructions, regulations, procedures and other information relevant to controlling a helicopter in normal flight
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling a helicopter in normal flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling a helicopter in normal flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling a helicopter in normal flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling a helicopter in normal flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling a helicopter in normal flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when controlling a helicopter in normal flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled or skidded undercarriage |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Operational hazards during normal flight manoeuvres may include: | <ul style="list-style-type: none"> • other aircraft • loose objects • personnel • birds • propeller/tail rotor/rotor wash and jet blast |
| Guidance during normal flight operations may be provided by: | <ul style="list-style-type: none"> • air traffic control instructions • light signals • aerodrome markings |
| Turns may include: | <ul style="list-style-type: none"> • level • climbing • descending |
| Checklists may include: | <ul style="list-style-type: none"> • pre-flight • pre-start • engine start • pre-taxi • take-off • after take-off |

RANGE STATEMENT

Circuit height may include:	<ul style="list-style-type: none">• approach and landing• shutdown• post-flight• standard• low-level
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Procedures maintaining compliance with airspace requirements are:	<ul style="list-style-type: none">• geographical limits of the flight area is demonstrated on a chart• prominent geographical features are identified using a chart• the limits of the flight area are identified on the ground• the position of controlled airspace is determined using a chart and geographical features• restricted areas are identified using a chart and geographical features• departure from the circuit area and transition to the flight area is completed without incident• departure from the flight area and transition to the circuit area is completed without incident
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil

RANGE STATEMENT

legislation may include:

Aviation Orders

- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Day VFR Syllabus
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4017B Execute advanced helicopter manoeuvres and procedures

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to control the helicopter in a range of situations by the application of advanced manoeuvres and procedures, including turning a helicopter steeply; performing autorotative flight; and executing limited power take-offs, approaches and landings. The situations may also include take-offs and landings on sloping ground or at a pinnacle or ridge line; and take-offs, landings and manoeuvres in confined areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when executing advanced helicopter manoeuvres and procedures.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Turn helicopter steeply	<p>1.1 'Airspace cleared' procedure is carried out before and during turn</p> <p>1.2 Level turn of nominated bank angle is achieved without altitude change to nominated heading</p> <p>1.3 Descending turn of nominated bank angle is achieved to a nominated heading</p> <p>1.4 Awareness of higher stall speed in turns is demonstrated</p> <p>1.5 Helicopter operating limits are not exceeded</p>
2 Perform autorotative flight	<p>2.1 An appropriate action plan is formulated that ensures the safe completion of autorotative manoeuvres</p> <p>2.2 Priorities are set to ensure the safe completion of autorotative manoeuvres</p> <p>2.3 Autorotative flight is entered and maintained at a nominated speed and heading in balanced flight</p> <p>2.4 Heading is altered with the helicopter in balanced flight at a nominated speed</p> <p>2.5 Helicopter is transitioned from autorotative flight to a climb at nominated heading and speed</p> <p>2.6 Autorotative landing is performed into the wind in accordance with Flight Manual/POH, workplace procedures and regulatory requirements</p> <p>2.7 Helicopter is terminated to the hover from autorotative flight, using appropriate power</p> <p>2.8 Autorotative flight is performed at the optimum range and minimum descent rate speeds</p> <p>2.9 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain</p> <p>2.10 Situation awareness is maintained at all times during autorotative flight</p>
3 Lift off and land on sloping ground	<p>3.1 Surface conditions are confirmed to be suitable for the helicopter type</p> <p>3.2 Stakeholders are briefed to ensure safe operations in the vicinity of helicopter</p> <p>3.3 Helicopter is lifted off from sloping ground to a hover in accordance with Flight Manual/POH, workplace procedures and regulatory requirements</p> <p>3.4 Helicopter is landed from the hover onto sloping ground in accordance with Flight Manual/POH, workplace procedures and regulatory requirements</p> <p>3.5 Any abnormal situations are recognised and appropriate</p>

ELEMENT

PERFORMANCE CRITERIA

- controlled corrective action is implemented
- 3.6 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 3.7 Situation awareness is maintained at all times during lift-offs and landings on sloping ground
- 4 Land, take off and manoeuvre in a confined area**
- 4.1 Confined area is assessed, an action plan is formulated and a decision is made to operate in the area
- 4.2 Awareness is demonstrated of pilot's own capabilities and limitations and decisions to take off or land are adjusted accordingly
- 4.3 Helicopter is safely landed in a confined area in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 4.4 Helicopter is safely taken off from a confined area in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 4.5 Helicopter is manoeuvred in a confined area while remaining clear of obstructions
- 4.6 Situation awareness is maintained at all times during manoeuvres in a confined area
- 4.7 Appropriate allowance is made for the effects of wind during manoeuvres in a confined area
- 5 Execute limited power take-off, approach and landing**
- 5.1 Need for limited power manoeuvres is established
- 5.2 A decision to conduct limited power manoeuvres is implemented and an appropriate action plan is formulated to conduct limited power operations
- 5.3 An appropriate area for a safe take-off and landing suitable for the limited power available is selected in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 5.4 Awareness is demonstrated of pilot's own capabilities and limitations and decisions to take off, approach or land are adjusted accordingly
- 5.5 Situation awareness is maintained at all times during limited power manoeuvres
- 5.6 Appropriate allowance is made for the effects of wind during limited power manoeuvres
- 6 Take off and land at a pinnacle or ridge line**
- 6.1 Select and assess a suitable pinnacle or ridge line, formulate a plan and make a decision to operate onto the area
- 6.2 Awareness is demonstrated of pilot's own capabilities and limitations and decisions to take off or land are adjusted accordingly

ELEMENT

PERFORMANCE CRITERIA

- 6.3 Helicopter is safely landed on a pinnacle or ridge line in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 6.4 Helicopter is safely lifted and taken off from a pinnacle or ridge line in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 6.5 Situation awareness is maintained at all times during take-offs, approaches and landings at a pinnacle or ridge line
- 6.6 Appropriate allowance is made for the effects of wind during take-off, approach and landing at a pinnacle or ridge line

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Basic principles of aerodynamics
- Purpose and functions of helicopter systems
- Functions and effects of all helicopter controls
- Aerodynamic factors affecting helicopter flight performance, including:
 - aerodynamic forces
 - dynamic rollover
 - settling with power
 - recirculation
 - loss of tail rotor (anti-torque) effectiveness
- All applicable checklist items
- The cross wind loss of rotor control limits for the helicopter type flown
- Power required and power available curves
- Pressure altitude and density considerations
- Wind and terrain effects
- Procedures for the use of performance charts
- Application of the height/velocity diagram/graph
- Local air traffic control procedures and instructions
- Emergency radio procedures
- Actions to be conducted following a forced landing
- Hazards and risks when executing advanced helicopter manoeuvres and procedures and precautions for controlling the risks
- Problems that may occur when executing advanced helicopter manoeuvres and procedures and appropriate action that should be taken in each case

Required skills:

- Apply the knowledge to the execution of advanced helicopter manoeuvres and procedures
- Select and use relevant equipment for the execution of advanced helicopter manoeuvres and procedures
- Read and interpret instructions, procedures and information relevant to the execution of advanced helicopter manoeuvres and procedures

REQUIRED KNOWLEDGE AND SKILLS

- Use instruments to monitor helicopter performance
- Interpret/use a helicopter manufacturers height-velocity diagram/graph
- Solve problems associated with the execution of advanced helicopter manoeuvres and procedures
- Follow air traffic control procedures and instructions
- Communicate effectively with others when executing advanced helicopter manoeuvres and procedures
- Read and interpret instructions, regulations, procedures and other information relevant to advanced helicopter manoeuvres and procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to executing advanced helicopter manoeuvres and procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when executing advanced helicopter manoeuvres and procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when executing advanced helicopter manoeuvres and procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when executing advanced helicopter manoeuvres and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during advanced helicopter manoeuvres and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct advanced helicopter manoeuvres and procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled or skidded undercarriage |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Operational hazards during advanced helicopter manoeuvres may include: | <ul style="list-style-type: none"> • variable surface conditions • other aircraft • loose objects • personnel • animals • birds • propeller/tail rotor/rotor wash and jet blast |
| Guidance during advanced helicopter manoeuvres may be provided by: | <ul style="list-style-type: none"> • air traffic control instructions • light signals • aerodrome markings |
| Advanced manoeuvres may include: | <ul style="list-style-type: none"> • turning a helicopter steeply • performing autorotative flight • executing limited power take-offs, approaches and landings • take-offs, landings and manoeuvres in confined areas • take-offs and landings on sloping ground • take-offs and landings at a pinnacle or ridge line |

RANGE STATEMENT

Checklists may include:

- pre-flight
- pre-start
- engine start
- pre-taxi
- take-off
- after take-off
- approach and landing
- shutdown
- post-flight

Circuit height may include:

- standard
- low-level

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Procedures maintaining compliance with airspace requirements are:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit area and transition to the flight area is completed without incident
- departure from the flight area and transition to the circuit area is completed without incident

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4018B Manage abnormal and emergency helicopter flight situations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to correctly manage abnormal situations that may occur during a helicopter flight. Abnormal situations may include a forced landing from level flight, after take-off or on approach; or an engine failure at the hover or during taxi. Abnormal situations also include a tail rotor malfunction, jammed flight control system, adverse aerodynamic conditions, or a malfunction of one of the helicopter's operating systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to manage abnormal and emergency helicopter flight situations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Note:

Where an abnormal situation might potentially cause damage to the aircraft and/or be harmful to personnel, evidence for assessment purposes should be obtained from other than observation of performance in an actual abnormal operational situation (e.g. through using an appropriate simulator and/or structured questioning, or termination of a simulated forced landing at a point where the assessment of an outcome can be made).

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage a forced landing from level flight, after take-off or on approach	<p>1.1 Emergency situation requiring a forced landing is correctly identified</p> <p>1.2 Autorotative flight is entered and established at nominated speed and heading in balanced flight</p> <p>1.3 Immediate actions are performed in accordance with Flight Manual/Pilot's Operating Handbook (POH)</p> <p>1.4 A landing area within autorotative distance is selected and an appropriate action plan is formulated to ensure safety of helicopter</p> <p>1.5 Priorities are allocated to all actions to ensure the safety of helicopter and its passengers</p> <p>1.6 Emergency procedures are performed in accordance with Flight Manual/POH and established action plan</p> <p>1.7 Emergency radio transmissions are executed in accordance with workplace procedures, Flight Manual/POH and regulatory requirements</p> <p>1.8 Helicopter is landed into wind with as slow as practical ground speed while maintaining control of helicopter</p>
2 Manage an engine failure at the hover or during taxi	<p>2.1 Hover and taxi surfaces are suitably selected to maximise options in the event of an engine failure</p> <p>2.2 Emergency situation involving an engine failure is correctly identified</p> <p>2.3 Immediate actions are performed in accordance with Flight Manual/POH</p> <p>2.4 A landing area within autorotative distance is selected and an appropriate pre-determined action plan is implemented to ensure safety of helicopter</p> <p>2.5 Actions comply with established procedures</p> <p>2.6 Priorities are allocated to all actions to ensure safety of helicopter</p> <p>2.7 Emergency procedures are performed in accordance with Flight Manual/POH and established action plan</p> <p>2.8 Air Traffic Service and other traffic are advised of intentions</p> <p>2.9 Helicopter is operated outside the height/velocity diagram avoid area</p> <p>2.10 Situation awareness is maintained at all times during helicopter manoeuvres</p>
3 Manage a tail rotor malfunction	<p>3.1 Hover heights and surfaces are selected to maximise options in the event of tail rotor malfunction</p> <p>3.2 A tail rotor malfunction is correctly identified in accordance</p>

ELEMENT

PERFORMANCE CRITERIA

- with workplace procedures and manufacturers instructions
- 3.3 In the event of a tail rotor malfunction, immediate actions are performed in accordance with Flight Manual/POH
- 3.4 In a tail rotor emergency during the hover or taxi, the helicopter is landed in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 3.5 In a tail rotor emergency during flight, control of the helicopter is established and a suitable landing area is selected
- 3.6 All emergency checks are performed in accordance with the Flight Manual/POH and a plan is formulated to achieve an approach and landing
- 3.7 Emergency radio messages of intentions are transmitted
- 3.8 A controlled emergency landing with a malfunctioning tail rotor is performed in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
- 4 Manage a jammed flight control system**
 - 4.1 The jammed flight control malfunction is correctly identified in accordance with workplace procedures and manufacturers instructions
 - 4.2 Control of helicopter is maintained
 - 4.3 All emergency checks are performed in accordance with the Flight Manual/POH
 - 4.4 An appropriate plan is formulated to achieve an approach and landing
 - 4.5 Emergency radiotelephone procedures are correctly followed
 - 4.6 A controlled landing with a jammed flight control is in accordance with Flight Manual/POH, workplace procedures and regulatory requirements
 - 4.7 Situation awareness is maintained at all times during helicopter manoeuvres
- 5 Manage adverse aerodynamic conditions**
 - 5.1 Adverse aerodynamic conditions affecting the helicopter are correctly identified
 - 5.2 Control of the helicopter is regained in accordance with Flight Manual/POH, workplace procedures and manufacturers instructions
 - 5.3 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
 - 5.4 Situation awareness is maintained at all times during helicopter manoeuvres
- 6 Manage a malfunction of a helicopter operating system**
 - 6.1 Abnormal situations involving a helicopter systems malfunction are correctly identified
 - 6.2 Appropriate emergency procedures are conducted in accordance with Flight Manual/POH and published procedures while

ELEMENT

PERFORMANCE CRITERIA

maintaining control of the helicopter

6.3 Approved Flight Manual/POH and published procedures are consistently applied when managing systems malfunctions

6.4 Situation awareness is maintained at all times during a system malfunction

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to abnormal flight situations
- Relevant OH&S and environmental procedures and regulations
- Basic principles of aerodynamics
- Purpose and functions of helicopter systems
- Functions and effects of all helicopter controls
- Aerodynamic factors affecting helicopter flight performance
- Low level weather and topography effects
- Emergency procedures
- All applicable checklist items
- Practical action plans for use in the event of an engine failure
- Procedures for the use of performance charts
- Application of the height/velocity diagram/graph
- Local air traffic control procedures and instructions
- Emergency radio procedures
- Actions to be conducted following a forced landing
- Hazards and risks when managing a helicopter in abnormal and emergency flight situations and precautions for controlling the risks
- Problems that may occur when managing a helicopter in abnormal and emergency flight situations and appropriate action that should be taken in each case

Required skills:

- Apply the knowledge to the management of a helicopter in abnormal and emergency situations
- Select and use relevant equipment for the management of a helicopter in abnormal and emergency situations
- Read and interpret instructions, procedures and information relevant to the management of a helicopter in abnormal and emergency situations
- Use instruments to monitor helicopter performance
- Interpret/use a helicopter manufacturers height/velocity diagram/graph
- Solve problems associated with the management of a helicopter in abnormal and emergency situations
- Communicate effectively with others when managing abnormal and emergency helicopter flight situations

REQUIRED KNOWLEDGE AND SKILLS

- Read and interpret instructions, regulations, procedures and other information relevant to abnormal and emergency helicopter flight situations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to abnormal and emergency helicopter flight situations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing abnormal and emergency helicopter flight situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing abnormal and emergency helicopter flight situations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing abnormal and emergency helicopter flight situations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during abnormal and emergency helicopter flight situations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to manage abnormal and emergency helicopter flight situations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled or skidded undercarriage |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority |
| Landing areas may include: | <ul style="list-style-type: none"> • sealed • gravel • grass • confined area • sloping ground • sand |
| Abnormal conditions may include: | <ul style="list-style-type: none"> • a forced landing from level flight, after take-off or on approach • an engine failure at the hover or during taxi • a tail rotor malfunction • a jammed flight control system • adverse aerodynamic conditions • a malfunction of one of the helicopter's operating systems |
| Adverse aerodynamic conditions affecting the helicopter may include: | <ul style="list-style-type: none"> • vortex ring state • overpitching • retreating blade stall • loss of tail rotor effectiveness • ground resonance |

RANGE STATEMENT

Systems malfunctions may include:

- mast bumping
- dynamic roll over
- fuel
- electrical
- helicopter airframe
- flight instrument
- flight control
- engine
- radio/navigation aid
- fire
- smoke and fumes
- hydro mechanical systems

Operational hazards during abnormal and emergency helicopter flight situations may include:

- variable surface conditions
- other aircraft
- loose objects
- personnel
- animals
- birds
- propeller/tail rotor/rotor wash and jet blast
- air traffic control instructions
- light signals
- aerodrome markings

Guidance during abnormal and emergency helicopter flight situations may be provided by:

- pre-flight
- pre-start
- engine start
- pre-taxi
- take-off
- after take-off
- approach and landing
- shutdown
- post-flight

Checklists may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- geographical limits of the flight area is demonstrated on a chart
- prominent geographical features are identified using a chart

Procedures maintaining compliance with airspace requirements are:

RANGE STATEMENT

	<ul style="list-style-type: none">• the limits of the flight area are identified on the ground• the position of controlled airspace is determined using a chart and geographical features• restricted areas are identified using a chart and geographical features• departure from the circuit area and transition to the flight area is completed without incident• departure from the flight area and transition to the circuit area is completed without incident
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:<ul style="list-style-type: none">• Day VFR Syllabus• Manual of Standards• relevant Defence documentation such as:<ul style="list-style-type: none">• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4019B Operate helicopter at low level

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a helicopter at low level, including planning low level operations, manoeuvring a helicopter at low level, performing quick stop manoeuvres, executing reversal turns, and executing a forced landing from below 200 feet AGL. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a helicopter at low level.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan low level operations	<p>1.1 The requirement to operate at low level is identified and justified in accordance with workplace procedures and regulatory requirements</p> <p>1.2 The risks in the low level operations are analysed and an appropriate decision is made concerning the safe conduct of these operations</p> <p>1.3 Action plans for the operation are formulated to ensure the safe and effective operation of the helicopter at low level</p> <p>1.4 Unplanned manoeuvres are avoided</p> <p>1.5 Compliance is maintained with air traffic control instructions, regulatory and reporting requirements</p>
2 Manoeuvre helicopter at low level	<p>2.1 Low level flight manoeuvres are performed safely using pre-planned manoeuvres at planned altitudes</p> <p>2.2 Effects of wind velocity, false horizons, rising ground and mountainous terrain are managed, and control of the helicopter is correctly maintained</p> <p>2.3 Pilot's visual attention is focused outside the cockpit</p> <p>2.4 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and/or terrain</p> <p>2.5 Natural horizon is used as primary attitude reference</p> <p>2.6 Nose of aircraft is cleared to ensure forward visibility when appropriate</p> <p>2.7 Situation awareness is maintained at all times during the low level manoeuvres</p> <p>2.8 Helicopter is safely manoeuvred adjacent to power lines and wires</p> <p>2.9 All obstacles are identified and are appropriately and safely avoided</p> <p>2.10 Personnel, animals, vehicles and buildings are identified and are appropriately and safely avoided</p> <p>2.11 Height is maintained by visual reference to the earth's surface when below 500 AGL</p> <p>2.12 Weather conditions are monitored and appropriate responses are made</p> <p>2.13 Fuel status is monitored and appropriate responses are made</p> <p>2.14 Local and published noise abatement requirements and curfews are observed</p>
3 Perform quick stop manoeuvre	<p>3.1 Deceleration of the helicopter from forward flight is initiated while either into wind or down wind to terminate to the hover into wind at a nominated hover point</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>3.2 Deceleration manoeuvre is conducted within the time and distance limitations specified whilst maintaining a constant height above the surface</p> <p>3.3 Wind velocity is estimated and is appropriately taken into account in manoeuvres</p> <p>3.4 Helicopter inertia is anticipated and appropriate allowance is made in manoeuvres</p> <p>3.5 Situation awareness is maintained at all times during a quick stop manoeuvre</p> <p>3.6 Obstructions are identified and are appropriately and safely avoided</p>
4 Execute reversal turn	<p>4.1 Adverse conditions requiring reversal turn are recognised and manoeuvre is commenced without delay</p> <p>4.2 Helicopter is turned steeply through 180° manoeuvring in the horizontal and vertical planes, without exceeding 30° pitch</p> <p>4.3 Straight and level flight is resumed at entry height</p>
5 Execute forced landing from below 200 feet AGL	<p>5.1 Emergency situations requiring a forced landing are identified</p> <p>5.2 Immediate actions are performed in accordance with Flight Manual/POH</p> <p>5.3 A landing area within autorotative distance is selected and an appropriate action plan is formulated</p> <p>5.4 Emergency procedures are performed in accordance with Flight Manual/POH and the established action plan</p> <p>5.5 Air Traffic Service and other traffic are advised of intentions during the emergency</p> <p>5.6 Helicopter is landed in accordance with the Flight Manual/POH and the established action plan</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Critical operational conditions, including retreating blade stall, vortex ring, overpitching, loss of anti-torque effectiveness, negative g effects
- Purpose and functions of helicopter systems
- Functions and effects of all helicopter controls, including rotor RPM management (governors) and engine acceleration response
- Meteorological factors affecting helicopter flight performance during low level flight
- Terrain following techniques
- Air traffic requirements
- Safety hazards and risks of low level helicopter operations and precautions for controlling the risks
- Procedures for the use of performance charts
- Application of the height/velocity diagram/graph
- Local air traffic control procedures and instructions
- Problems that may occur when operating a helicopter at low level and appropriate action that should be taken in each case

Required skills:

- Solve problems associated with the operation of a helicopter at low level
- Use instruments to monitor helicopter performance during the operation of a helicopter at low level
- Apply knowledge to the operation of a helicopter at low level
- Read and interpret instructions, procedures and information relevant to the operation of a helicopter at low level
- Identify and justify a decision to operate a helicopter at low level
- Use instruments to monitor helicopter performance during the operation of a helicopter at low level
- Communicate effectively with others when operating a helicopter at low level
- Read and interpret instructions, regulations, procedures and other information relevant to a helicopter at low level
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating a helicopter at low level

REQUIRED KNOWLEDGE AND SKILLS

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a helicopter at low level
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating a helicopter at low level in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating a helicopter at low level
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when a helicopter is at low level
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a helicopter at low level

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none">• variable weather conditions in accordance with Day Visual Flight Rules |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• single engine helicopter• multi engine helicopter• single main rotor helicopter• multi main rotor helicopter• variable air traffic conditions• variable flight situations• abnormal situations |
| Performance may be demonstrated on an helicopter with: | <ul style="list-style-type: none">• fully functioning dual controls• an electronic intercom system• dual control brakes• wheeled and/or skidded undercarriages |
| Crew may include: | <ul style="list-style-type: none">• single pilot• multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none">• local noise abatement requirements and curfews |
| Checklists may include: | <ul style="list-style-type: none">• pre-flight• pre-start• engine start• pre-taxi• take-off• after take-off• approach and landing• shutdown• post-flight |
| Classes of airspace are: | <ul style="list-style-type: none">• those designated by the Civil Aviation Safety Authority |
| Operational hazards during low level operations may include: | <ul style="list-style-type: none">• variable surface conditions• other aircraft• loose objects• personnel• animals• birds• propeller/tail rotor/rotor wash and jet blast• trees• powerlines |

RANGE STATEMENT

	<ul style="list-style-type: none">• fences• buildings• terrain variations• vehicles• obstacles
Guidance during low level operations may be provided by:	<ul style="list-style-type: none">• air traffic control instructions• light signals• aerodrome markings
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Procedures maintaining compliance with airspace requirements are:	<ul style="list-style-type: none">• geographical limits of the flight area is demonstrated on a chart• prominent geographical features are identified using a chart• the limits of the flight area are identified on the ground• the position of controlled airspace is determined using a chart and geographical features• restricted areas are identified using a chart and geographical features• departure from the circuit area and transition to the flight area is completed without incident• departure from the flight area and transition to the circuit area is completed without incident
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials

RANGE STATEMENT

Applicable regulations and legislation may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4051A Conduct external load-lift operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct external load-lifting operations in a helicopter. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for load-lifting operations	1.1 External load characteristics and dimensions are determined and calculated 1.2 Aircraft safety hazards are identified using established procedures 1.3 Aircraft power availability is calculated 1.4 Wind speed and direction are determined 1.5 Approach and overshoot paths are determined 1.6 Load-lifting location and surrounds are checked for suitability 1.7 Helicopter cargo hook system is prepared and checked for correct operation 1.8 Aerial delivery equipment is prepared and checked as required in accordance with equipment manuals and publications 1.9 External load-lifting plan is developed and communicated to other crewmembers
2 Perform load-lifting operations	2.1 Helicopter is directed to external load-lifting point 2.2 Pre-take-off lifting checks are conducted in accordance with organisational policy and procedures 2.3 Commentary on the progress of the external load-lifting operation is maintained in accordance with established communication procedures 2.4 External load is attached in accordance with organisational policy and procedures 2.5 External load is monitored during flight for instability, and flight profile is adjusted as required for optimum safety of flight 2.6 External load is released in accordance with organisational policy and procedures and aircraft manuals
3 Conclude load-lifting operations	3.1 Aerial delivery equipment is recovered as required 3.2 Cargo hook equipment and control systems are secured and checked in accordance with manufacturers specifications and organisational policy and procedures
4 Respond to load-lifting emergencies and abnormal situations	4.1 External load-lifting emergencies are identified, communicated and diagnosed as per established procedures 4.2 Emergency and/or remedial actions are undertaken in accordance with aircraft flight manuals and organisational policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Helicopter capabilities and limitations
- Cargo hook system and aerial delivery equipment capabilities and limitations
- Approved operational procedures and processes for different external load-lifting operations
- Occupational health and safety issues applicable to operations, aircraft and personnel safety
- Correct aerial delivery equipment configuration
- External load-lifting emergency procedures
- Approach and overshoot considerations
- External load-lifting verbal/non-verbal communication procedures
- External load safety and configuration
- External load-lifting risk assessment principles
- Organisational policies and procedures for load-lifting operations
- Practices concerning external load-lifting operations
- Procedures and protocols for the use of communication systems during an emergency
- Typical problems that may occur when conducting external load-lifting operations and appropriate action and solutions

Required skills:

- Perform external load-lift operations
- Complete aerial delivery equipment assembly
- Use communication skills for helicopter control
- Determine wind speed and direction
- Operate aerial delivery equipment
- Perform weight calculations
- Apply external load-lifting risk assessment principles
- Interpret and follow flight and operational manuals and safety policies
- Read and interpret instructions and procedures relevant to the conducting load-lifting operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities when conducting load-lifting operations
- Identify and use required communication technology
- Work collaboratively with others when conducting load-lifting operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting external load-lifting operations in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting external load-lifting operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conducting of external load-lifting operations
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Aircraft may include: | <ul style="list-style-type: none">• single or multiple engine• rotary wing |
| Aircraft publications may include: | <ul style="list-style-type: none">• checklists• flight manuals• organisational policy and procedures manuals• aviation maintenance documentation |
| Work environment may include: | <ul style="list-style-type: none">• by day or by night• over land or over sea• Prepared or Unprepared Helicopter Landing Sites |
| Load-lifting emergencies may include: | <ul style="list-style-type: none">• inadvertent release• load instability• helicopter electrical/mechanical failure and/or malfunction• cargo hook electrical/mechanical release mechanism failure• intercom failure |
| Loads may include: | <ul style="list-style-type: none">• replenishment stores• operational equipment• vehicles• other aircraft• trailers• plant equipment• cargo nets |
| Load characteristics may include: | <ul style="list-style-type: none">• dangerous goods• non-dangerous• size• weight• rigging• dimensions• fragility |
| Aerial delivery equipment may include: | <ul style="list-style-type: none">• lifting slings• chains• pendant assemblies• palnets• strops• swivel assemblies• cargo nets |

RANGE STATEMENT

- | | |
|--|--|
| <p>Helicopter safety hazards may include:</p> | <ul style="list-style-type: none"> • shackles • fire-fighting buckets • 'D' rings • clevis assemblies • hooks • single link assemblies • semi-rigid strops • drogue chutes • rigging cordage • man-made structures • smoke • meteorological conditions • terrain • other aircraft • flora • fauna • ship structures and rigging • ship movements |
| <p>Locations and surrounds may include:</p> | <ul style="list-style-type: none"> • Helicopter Landing Site • Unprepared Helicopter Landing Site |
| <p>Aircraft publications may include:</p> | <ul style="list-style-type: none"> • checklists • flight manuals • organisational policy and procedures manuals • aviation maintenance documentation |
| <p>Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures |
| <p>Information/documentation may include:</p> | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements |

RANGE STATEMENT

Applicable regulations and legislation may include:

- including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4053A Perform aircrewman cockpit duties

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform aircrewman cockpit duties including monitoring flight conditions and responding to abnormal/emergency situations. This unit does not include pre-flight inspections, and operation of communications equipment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Monitor flight conditions

- 1.1 Instruments are monitored throughout flight for correct indication and operation as per established procedures
- 1.2 Aircraft altitude, attitude and heading is monitored in accordance with organisational policy and procedures
- 1.3 Situational awareness is maintained to ensure safe flight
- 1.4 Fuel usage is monitored in accordance with organisational policy and procedures
- 1.5 Aircraft operating limits are monitored and advice is provided to the pilot in accordance with organisational policy and procedures
- 1.6 Operational documentation is interpreted and information is provided to the pilot in accordance with organisational policy and procedures
- 1.7 Aircraft operational checks are completed in accordance with aircraft flight manuals

2 Respond to abnormal/emergency situations

- 2.1 Abnormal/emergency situations are identified and diagnosed in accordance with organisational policy and procedures
- 2.2 Abnormal/emergency response is undertaken in accordance with aircraft checklists, pilot's directions and organisational policy and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Organisational policy and procedures in relation to aircrew carrying out cockpit duties
- Basic theory of flight
- Aircraft capabilities and limitations
- Aircraft systems operation
- Abnormal/emergency conditions and responses
- Aircraft flight control operation
- Aircraft operational checks
- Aircraft operational publication uses and contents
- Relevant OH&S responsibilities
- Typical problems that may occur when performing aircrewman cockpit duties, actions and appropriate solutions

Required skills:

- Monitor the manipulation of aircraft flight controls
- Give and receive instructions related to performing aircrewman cockpit duties
- Perform fuel usage calculations
- Maintain situational awareness
- Complete documentation related to performing aircrewman cockpit duties
- Interpret and follow aircraft documentation
- Communicate effectively with others when performing aircrewman cockpit duties
- Read and interpret instructions and procedures relevant to performing aircrewman cockpit duties
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology
- Work collaboratively with others when performing aircrewman cockpit duties
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when performing aircrewman cockpit duties in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when performing aircrewman cockpit duties
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

when performing aircrewman cockpit duties

- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Aircraft may include: | <ul style="list-style-type: none"> • single or multiple engine • fixed or rotary wing |
| Aircraft publications may include: | <ul style="list-style-type: none"> • checklists • flight manuals • RAAF supplements • organisational policy and procedures manuals • aviation maintenance documentation • aeronautical information publications • flight information publications • approach plates • aeronautical charts |
| Aircraft operational checks may include: | <ul style="list-style-type: none"> • pre-start • after start • pre-taxi • pre-take-off • after take-off • pre-landing • after landing • shutdown • over water |
| Abnormal/emergency situations may include: | <ul style="list-style-type: none"> • avionics malfunction • engine malfunction • fuel system malfunction • hydraulic system malfunction • transmission system malfunction • instrument failure • fire • aircraft damage • pilot incapacitation |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures |
| Information/documentation may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations • in Defence context, relevant Defence Orders and Instructions |

RANGE STATEMENT

Applicable regulations and legislation may include:

- Flight Manual/Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY4054A Conduct hoisting operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct hoisting operations from a helicopter and includes personnel and stores transfers, rescue net operations, stretcher lifts, double harness lifts and hi-line transfers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for hoisting operations	1.1 Helicopter safety hazards are identified using established procedures 1.2 Aircraft power availability is calculated 1.3 Wind speed and direction are determined 1.4 Approach and overshoot paths are determined 1.5 Hoisting location and surrounds are checked for suitability 1.6 Hoist is prepared and checked for correct operation 1.7 Hoisting operation plan is developed and communicated to other crewmembers 1.8 Hoisting equipment is prepared and checked as required in accordance with relevant equipment manuals and publications
2 Perform hoisting operations	2.1 Helicopter is directed to hoisting point 2.2 Hoisting accessories are attached to the hoist hook and checked 2.3 Down wind checks are conducted in accordance with organisational policy and procedures 2.4 Commentary on the progress of hoisting operation is maintained as per established procedures 2.5 Passengers/stores are attached/removed, monitored, retrieved/dispatched and secured in accordance with organisational policy and procedures 2.6 Hoist is operated in accordance with aircraft operating manuals and organisational policy and procedures
3 Respond to hoisting emergencies and abnormal situations	3.1 Hoist emergencies are identified, communicated and diagnosed as per established procedures 3.2 Emergency and/or remedial actions are undertaken in accordance with aircraft flight manuals and organisational policy and procedures
4 Conclude hoisting operations	4.1 Hoisting equipment and/or accessories are removed from the hoist hook and stowed in accordance with aircraft operating manuals and organisational policy and procedures 4.2 Hoist is secured and checked in accordance with aircraft operating manuals, organisational policy and procedures 4.3 Aircraft maintenance documentation is completed in accordance with organisational policies and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Helicopter capabilities and limitations
- Hoist capabilities and limitations
- Approved operational procedures and processes for different hoisting operations
- Occupational health and safety issues applicable to hoisting operations
- Aircraft safety
- Personnel safety
- Aircraft control voice and communication procedures
- Correct hoist and equipment configuration
- Approach and overshoot considerations
- Hoist emergency procedures
- Organisational policy and procedures in relation to conducting hoisting operations
- Abnormal/emergency conditions and responses
- Typical problems that may occur when conducting hoisting operations, actions and appropriate solutions
- Risk assessment principles
- CRM principles

Required skills:

- Operate hoist
- Assemble hoisting equipment
- Operate hoisting accessories
- Use communication skills for conning
- Complete hoisting recovery equipment operations
- Determine wind speed and direction
- Maintain situational awareness
- Apply CRM principles
- Complete documentation related to conducting hoisting operations
- Communicate effectively with others when conducting hoisting operations
- Read and interpret instructions and procedures relevant to conducting hoisting operations
- Interpret and follow operational instructions and prioritise work
- Identify and use required communication technology

REQUIRED KNOWLEDGE AND SKILLS

- Work collaboratively with others when conducting hoisting operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting hoisting operations in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting hoisting operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting hoisting operations
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|------------------------------------|--|
| Aircraft may include: | <ul style="list-style-type: none">• single or multiple engine• rotary wing |
| Aircraft publications may include: | <ul style="list-style-type: none">• checklists• flight manuals• organisational policy and procedures manuals• aviation maintenance documentation |
| Work environment may include: | <ul style="list-style-type: none">• by day or by night• over land or over sea• Prepared or Unprepared landing sites |
| Hoisting operations may include: | <ul style="list-style-type: none">• personnel and stores transfer• hi-line• helicopter in-flight refuelling |
| Hoisting equipment may include: | <ul style="list-style-type: none">• single rescue sling• double lift harness• rescue litter• hi-line transfer equipment• emergency slings• rope harness sling• rescue net• double lift harness• extension strop• rescue strop• transfer equipment and message bag• stretchers |
| Hand signals may include: | <ul style="list-style-type: none">• hoist in/out• hoist up/down• boom in/out• emergency descent• move left/right• cease movement• come up/down• aircraft go around• stop hoisting• ready to be hoisted• all clear |
| Environment for hoisting | <ul style="list-style-type: none">• over water |

RANGE STATEMENT

operations may include:

- over land
- forest/bush
- bushfire affected areas
- mountainous areas
- confined areas
- pinnacles
- ship/boat transfers

Abnormal/emergency situations may include:

- hoist equipment malfunction
- communication equipment failure
- aircraft system failure
- operator incapacitation
- hoistee incapacitation
- fouled cable
- fouled hoist
- runaway hoist
- intercom system failure during hoisting operations
- electrical/mechanical failure
- aircraft malfunction

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- relevant sections of Civil Aviation Safety Regulations
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation

RANGE STATEMENT

- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4055A Conduct airborne extraction operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by airborne extraction supervisors to conduct personnel airborne extraction operations in a helicopter. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare helicopter and personnel for airborne extraction	1.1 Helicopter and extraction equipment are pre-flight checked to determine serviceability 1.2 Crew is briefed during mission brief 1.3 Extraction team leader is briefed in accordance with workplace procedures 1.4 Static ground rehearsals are conducted with personnel and equipment
2 Prepare for airborne extraction	2.1 Extraction equipment is attached and checked for security 2.2 Extraction zone characteristics and dimensions are determined and calculated 2.3 Helicopter safety hazards are communicated using workplace procedures 2.4 Extraction checks are conducted prior to extraction equipment deployment 2.5 Wind speed and direction are communicated 2.6 Approach and overshoot paths are communicated
3 Perform airborne extraction operations	3.1 Helicopter is directed to extraction point 3.2 Extraction equipment is deployed in accordance with workplace procedures 3.3 Personnel are directed to attach to extraction equipment in accordance with workplace procedures 3.4 Maintenance of aircraft position is communicated to pilot 3.5 Progress of extraction operation is communicated in accordance with workplace procedures 3.6 Personnel are directed to detach from extraction equipment
4 Respond to airborne extraction emergencies and abnormal situations	4.1 Airborne extraction emergencies are identified, communicated and diagnosed in accordance with workplace procedures 4.2 Emergency and/or remedial actions are undertaken in accordance with aircraft flight manuals, organisational policy and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to conducting airborne extraction operations
- Occupational health and safety issues applicable to operations, aircraft and personnel safety
- Approved operational procedures and processes for different airborne extraction operations
- Procedures and protocols for the use of communication systems during an emergency
- Airborne extraction verbal/non-verbal communication procedures
- Helicopter capabilities and limitations as defined in aircraft publications/documentation
- Airborne extraction equipment capabilities, correct configuration and limitations
- Airborne extraction emergency procedures
- Aircraft earthing procedures
- Helicopter approach and overshoot considerations
- Airborne extraction safety and configuration
- Airborne extraction risk assessment principles
- Typical problems that may occur when conducting airborne extraction operations and appropriate actions and solutions

Required skills:

- Perform airborne extraction operations
- Complete airborne extraction equipment pre-flight serviceability checks
- Use communication skills for helicopter control
- Determine wind speed and direction
- Operate airborne extraction equipment
- Perform weight calculations
- Apply airborne extraction risk assessment principles
- Interpret and follow flight and operational manuals and safety policies
- Read, interpret and apply regulations, legislation, policies and procedures relevant to airborne extraction operations
- Complete documentation related to work activities when conducting airborne extraction operations
- Work collaboratively with others when conducting airborne extraction operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting airborne extraction operations in accordance with established procedures
- Implement contingency plans for unanticipated situations that may arise when conducting airborne extraction operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting airborne extraction operations
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with established procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - conducting serviceability pre-flight checks of helicopter and extraction equipment
 - briefing crew and extraction team leader in accordance with workplace procedures
 - attaching and security checking extraction equipment
 - determining and calculating extraction zone characteristics and dimensions
 - communicating helicopter safety hazards, wind speed and direction, approach and overshoot paths
 - communicating to pilot maintenance of aircraft position
 - directing personnel to attach and detach from extraction equipment in accordance with workplace procedures
 - communicating extraction operation progress in accordance with workplace procedures
 - identifying, communicating and diagnosing airborne extraction emergencies in accordance with workplace procedures
 - taking actions in a remedial and/or emergency situation in accordance with aircraft flight manuals, organisational policy and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation

EVIDENCE GUIDE

Method of assessment

manuals

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Aircraft may include: | <ul style="list-style-type: none"> • single or multiple engine • single or multiple rotors • other airborne vehicles |
| Airborne extraction supervisor may include: | <ul style="list-style-type: none"> • aircrewman • rescue crewman • airborne safety officer • loadmaster • observer • airborne team leader • chalk commander |
| Work environment may include: | <ul style="list-style-type: none"> • by day or by night • over land or over sea • prepared or unprepared helicopter landing sites |
| Airborne extraction emergencies may include: | <ul style="list-style-type: none"> • aircraft emergencies • extracted personnel unable to detach from rope • extraction equipment/extracted personnel snagged in trees/obstacles • extraction equipment malfunction |
| Extraction personnel characteristics may include: | <ul style="list-style-type: none"> • beginners • advanced • size • weight • extraction equipment variations |
| Airborne extraction equipment may include: | <ul style="list-style-type: none"> • rappelling harness • head protection • eye goggles • hearing protection • rappelling gloves • suspended extraction ropes • caving ladder • attachment devices • rappelling attachment device |
| Helicopter safety hazards may include: | <ul style="list-style-type: none"> • man-made structures • smoke • meteorological conditions • terrain |

RANGE STATEMENT

- | | |
|---|---|
| Locations and surrounds may include: | <ul style="list-style-type: none">• other aircraft• flora• fauna• ship structures and rigging• ship movements• loss of visual reference• foreign object damage (FOD)• helicopter landing site• unprepared helicopter landing site |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures |
| Documentation may include: | <ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Aeronautical Information Publication (AIP)• charts• operations manuals• approved checklists• organisational policy and procedures manuals• aviation maintenance documentation• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards |

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4056A Conduct airborne rappelling operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by airborne rappelling dispatchers to conduct airborne rappelling operations in a helicopter. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare helicopter and personnel for airborne rappelling operations	1.1 Helicopter and airborne rappelling attachment device are pre-flight checked to determine serviceability 1.2 Crew is briefed during mission brief 1.3 Airborne rappelling team leader is briefed in accordance with workplace procedures 1.4 Static ground rehearsals are conducted with personnel and equipment 1.5 Fitness of rappelling personnel to complete task is confirmed in accordance with established procedures
2 Prepare for airborne rappelling operations	2.1 Ropes are attached to airborne rappelling attachment device and checked for security 2.2 Rappellers are restrained in aircraft prior to take-off 2.3 Fitting of rappellers' personnel protective equipment is checked in accordance with established procedures 2.4 Deployment checks are conducted prior to rope deployment 2.5 Helicopter safety hazards are communicated using workplace procedures 2.6 Airborne rappelling location and surrounds are assessed for suitability 2.7 Wind speed and direction are communicated 2.8 Approach and overshoot paths are communicated
3 Perform airborne rappelling operations	3.1 Helicopter is directed to rappelling point 3.2 Ropes and rappellers are deployed in accordance with workplace procedures 3.3 Progress of the rappelling operation is communicated in accordance with workplace procedures 3.4 Rappelling ropes are recovered or released as required 3.5 Clearance for aircraft departure is provided by airborne rappelling dispatcher once all ropes are clear or secured
4 Respond to airborne rappelling emergencies and abnormal situations	4.1 Airborne rappelling emergencies are identified, communicated and diagnosed in accordance with workplace procedures 4.2 Emergency and/or remedial actions are undertaken in accordance with aircraft flight manuals, organisational policy and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, legislation, organisational policy and procedures in relation to conducting airborne rappelling operations
- Occupational health and safety issues applicable to operations, aircraft and personnel safety
- Approved operational procedures and processes for different airborne rappelling operations
- Procedures and protocols for the use of communication systems during an emergency
- Airborne rappelling verbal/non-verbal communication procedures
- Helicopter capabilities and limitations as defined in aircraft publications/documentation
- Airborne rappelling attachment device capabilities and limitations
- Correct airborne rappelling safety equipment configuration
- Airborne rappelling techniques
- Airborne rappelling emergency procedures
- Helicopter approach and overshoot considerations
- Airborne rappelling risk assessment principles
- Typical problems that may occur when conducting airborne rappelling operations and appropriate actions and solutions

Required skills:

- Perform airborne rappelling operations
- Complete airborne rappelling attachment device pre-flight serviceability checks
- Use communication skills for helicopter control
- Determine wind speed and direction
- Operate airborne rappelling attachment device
- Perform weight calculations
- Apply airborne rappelling risk assessment principles
- Interpret and follow flight and operational manuals and safety policies
- Read, interpret and apply regulations, legislation, policies and procedures relevant to airborne rappelling operations
- Complete documentation related to work activities when conducting airborne rappelling operations
- Work collaboratively with others when conducting airborne rappelling operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting airborne rappelling operations in accordance with established procedures
- Implement contingency plans for unanticipated situations that may arise when conducting airborne rappelling operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting airborne rappelling operations
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in communication equipment in accordance with established procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - conducting serviceability pre-flight checks of helicopter and airborne rappelling attachment device
 - briefing crew and airborne rappelling team leader in accordance with workplace procedures
 - attaching and security checking ropes to airborne rappelling device
 - conducting fitting checks of rappellers' personnel protective equipment in accordance with established procedures
 - conducting deployment checks prior to rope deployment
 - assessing suitability of airborne rappelling location and surrounds
 - communicating helicopter safety hazards, wind speed and direction, approach and overshoot paths
 - deploying ropes and rappellers and recovery/release of ropes in accordance with workplace procedures
 - communicating rappelling operation progress in accordance with workplace procedures
 - providing clearance for aircraft departure once all ropes are clear or secured
 - identifying, communicating and diagnosing rappelling emergencies in accordance with workplace procedures
 - taking actions in a remedial and/or emergency situation in accordance with aircraft flight manuals, organisational policy and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace

EVIDENCE GUIDE

- In both real and simulated environments, access is required to:
- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Helicopter may include:	<ul style="list-style-type: none"> • single or multiple engine • single or multiple rotors • other airborne vehicles
Airborne rappelling supervisor may include:	<ul style="list-style-type: none"> • aircrewman • rescue crewman • airborne safety officer • loadmaster • observer • airborne team leader • chalk commander
Work environment may include:	<ul style="list-style-type: none"> • by day or by night • over land or over sea • prepared or unprepared helicopter landing sites
Airborne rappelling emergencies may include:	<ul style="list-style-type: none"> • aircraft emergencies • hung-up rappeller • unconscious rappeller • ropes/rappellers/s snagged in trees/obstacles rappeller falling from door after adopting exit position • airborne rappelling attachment device malfunction
Airborne rappelling variations may include:	<ul style="list-style-type: none"> • single or multiple rappellers • basic airborne rappelling • advanced airborne rappelling • airborne fast roping
Rappeller characteristics may include:	<ul style="list-style-type: none"> • beginners • advanced • size • weight • rappeller equipment variations
Airborne rappelling equipment may include:	<ul style="list-style-type: none"> • eye goggles • hearing protection • head protection • rappelling harness • rappelling gloves • rappelling ropes • fast ropes • airborne rappelling attachment device

RANGE STATEMENT

Helicopter safety hazards may include:

- man-made structures
- smoke
- meteorological conditions
- terrain
- other aircraft
- flora
- fauna
- ship structures and rigging
- ship movements
- loss of visual reference
- foreign object damage (FOD)

Locations and surrounds may include:

- helicopter landing site
- unprepared helicopter landing site

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- standard operating procedures

Documentation may include:

- relevant sections of Civil Aviation Safety Regulations
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)
- charts
- operations manuals
- approved checklists
- organisational policy and procedures manuals
- aviation maintenance documentation
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field	Y - Aircraft Operation and Traffic Management
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AVIY4057A Perform helicopter deck landing operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a helicopter during deck landing operations including planning, pre/post briefing, transit, approach, landing, take-off, climb and abnormal operations to/from a helideck. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR), Night VFR, Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a helicopter to/from a helideck.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan deck landing operations	1.1 Tasking requirements are identified 1.2 Crew, role equipment and safety equipment necessary to ensure safe achievement of task are determined 1.3 Helicopter is certified for the task in accordance with regulations and workplace procedures 1.4 Outbound and return flight loading and flight routes are planned 1.5 Security and care of passengers or equipment for deck landing operations are planned
2 Conduct pre-flight briefings for deck landing operations	2.1 Flight/ground crews and other relevant stakeholders are briefed on allocated duties 2.2 Weather suitability is determined and confirmed against workplace procedures and limitations 2.3 Briefs/self-briefs for deck landing operations are performed
3 Take off and transit to and from vessel	3.1 Appropriate take-off and departure configurations are selected 3.2 Helicopter is navigated to the rendezvous 3.3 Information regarding identified vessel's ability to receive aircraft is obtained 3.4 Vessel is instructed to manoeuvre to achieve optimum deck conditions for landing 3.5 Relative wind, ship pitch and roll information, hover heading and helideck location are obtained and acceptability confirmed 3.6 Pre-descent checks are completed 3.7 Descent profile and circuit pattern are determined
4 Approach and land on vessel helideck	4.1 Control manipulation, instrument scan and visual cues are used to manoeuvre the aircraft safely during approach and landing 4.2 Night interception of glide slope is carried out as appropriate 4.3 Touch-down point and reference markers are identified and confirmed 4.4 Constant angle approach and landing is performed 4.5 Safe termination of approach and stable hover over helideck is performed 4.6 Helideck landing is performed
5 Take off and climb out from vessel helideck	5.1 Safety and security during deck operations is managed 5.2 Stable hover over deck is established 5.3 Obstacles are identified and avoided 5.4 Instrument take-off under no horizon conditions is performed 5.5 Instrument climb-out procedure is performed
6 Manage abnormal and	6.1 Abnormal or emergency situations are identified and confirmed

ELEMENT

**emergency situations
during deck landing
operations**

PERFORMANCE CRITERIA

- 6.2 Helicopter is controlled to maintain safe flight
- 6.3 Abnormal or emergency situations are managed in accordance with workplace procedures, Flight Manual/Pilot's Operating Handbook
- 6.4 Aborted approach from final approach is performed
- 6.5 Ditching and underwater escape procedures are applied as required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Engine performance checks for the helicopter type to be flown
- Aircraft performance calculations (for all phases of flight)
- Functions and effects of all aircraft controls and instruments
- Principles of aerodynamics
- Control effectiveness in all phases of flight
- Hazards that exist when controlling an aircraft during deck landing operations
- Helicopter dimensions
- Communication procedure and terminology applicable to deck landing operations
- Planning and briefing requirements for helicopter deck landing operations
- Post flight de-briefing techniques
- Helicopter underwater escape procedures
- Aircraft evacuation procedures
- Survival equipment location and operation
- Survival skills post ditching
- Crash on deck procedures
- Lighting and marshalling signals
- Helideck markings
- Effects of excessive vessel movement on the serviceability of aircraft
- Vessel movement limitations
- Operation of night vision devices

Required skills:

- Solve problems associated with the operation of a helicopter during deck landing operations
- Identify and assess, vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment with regard to potential obstacles to the safety of flight
- Operate night vision devices if applicable
- Use instruments to monitor helicopter performance during deck landing operations
- Apply knowledge to the operation of a helicopter during deck landing operations

REQUIRED KNOWLEDGE AND SKILLS

- Read and interpret instructions, procedures and information relevant to the operation of a helicopter during deck landing operations
- Identify and justify a decision to operate a helicopter during deck landing operations
- Interpret hover performance and power available/power required from graphs/charts
- Conduct planning, briefing and de-briefing
- Communicate effectively with others when operating a helicopter during deck landing operations
- Complete documentation related to operating a helicopter during deck landing operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a helicopter during deck landing operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply reporting procedures for identified problems that may occur when operating a helicopter during deck landing operations
- Implement contingency plans for unexpected events that may arise when operating a helicopter during deck landing operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a helicopter during deck landing operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - planning deck landing operations
 - conducting pre-flight briefs of all relevant stakeholders
 - taking off and transiting to vessel
 - approaching and landing on vessel helideck
 - taking off and climbing out from vessel helideck
 - identifying, confirming and managing abnormal and emergency situations in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR) and Night VFR • simulated Instrument Meteorological Conditions (IMC) • IMC |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on a helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and/or skidded undercarriages |
| Night VFR environment may include: | <ul style="list-style-type: none"> • unaided • aided utilising night vision devices |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Briefing information may include: | <ul style="list-style-type: none"> • helideck location and configuration • helideck markings • vessel configuration • obstructions • hazards associated with deck landing operations (e.g. ship movement, engine salt ingestion, wind, pitch, roll limitations) • crash on deck procedures • landing and take-off procedures • lighting signals • marshalling signals • aircraft securing procedures • communication procedures • transit route to and from ship • approach and departure procedures • ditching procedures • emergency situations (e.g. fire, |

RANGE STATEMENT

	engine/transmission/aircraft system malfunctions)
Limitations may be imposed by:	<ul style="list-style-type: none">• location and operation of survival equipment• aircraft evacuation procedures (on ditching)• local noise abatement requirements and curfews
Classes of airspace are:	<ul style="list-style-type: none">• those designated by the Civil Aviation Safety Authority• restricted and danger areas• Military control zones• Air Defence identification zones
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:• Day VFR syllabus

RANGE STATEMENT

- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4058A Pilot a helicopter during external load operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a helicopter during external load operations including preparation and planning, pre/post briefing, external load and abnormal operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR), Night VFR; and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a helicopter at low level and piloting a helicopter during external load operations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare and rig a sling load	<p>1.1 Tasking requirements are identified</p> <p>1.2 External load is secured, stabilised and rigged in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook</p>
2 Plan external load operations	<p>2.1 External load procedure, equipment and personnel required for task are determined</p> <p>2.2 Helicopter performance data is interpreted and calculated to ensure suitability of aircraft for external load operations</p> <p>2.3 Outbound and return flight routes are planned</p> <p>2.4 Secure and stable load preparations are arranged</p> <p>2.5 Load lifting equipment strength and suitability are assessed</p>
3 Conduct pre-flight briefings for external load operations	<p>3.1 Requirements of the load task are explained and confirmed</p> <p>3.2 Personnel responsible for inspecting the load lifting equipment for serviceability and security are identified</p> <p>3.3 Communication and hook-up procedure is explained</p> <p>3.4 Hook-up person and hook-up procedure is specified</p> <p>3.5 Departure, transit, approach, termination and load release procedures are explained</p> <p>3.6 Emergency procedures are explained and confirmed</p> <p>3.7 Pilot vertical reference (long line) procedure is explained if applicable</p> <p>3.8 Crew and ground loadmaster are briefed on all aspects of the load lifting task</p> <p>3.9 Seating is adjusted to ensure full exercise of the flight controls and the ability to scan the instrument panel</p> <p>3.10 Helicopter performance data is interpreted and calculated to ensure suitability of aircraft for operations</p> <p>3.11 The removal of doors and the security of internal equipment is arranged as required</p>
4 Operate the helicopter during external load operations	<p>4.1 Functional and safety checks on role equipment are performed, and defects are reported</p> <p>4.2 Fuel and cargo load combinations to achieve task are calculated</p> <p>4.3 Adequacy of power margin and directional control are determined</p> <p>4.4 Stable hover over the load during hook-up/delivery procedures is maintained</p> <p>4.5 External load is lifted and transported to a separate location and placed at a specified position</p> <p>4.6 Load is monitored and appropriate actions are taken to ensure</p>

ELEMENT	PERFORMANCE CRITERIA
	load security and stability during flight
	4.7 Excessive load swing during transit is avoided
5 Manage abnormal and emergency situations during external load operations	5.1 Helicopter control is maintained
	5.2 Abnormal or emergency situations are identified and managed in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook
	5.3 Load is jettisoned when appropriate
6 Conduct post-flight activities for external load operations	6.1 Operating procedures and outcomes of the flight are reviewed and analysed
	6.2 Effectiveness, efficiency and performance of equipment is analysed and reported
	6.3 Inspection, servicing and stowage of equipment is organised

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Engine performance checks for the helicopter type to be flown
- Aircraft performance calculations (for all phases of flight)
- Internal and external load limitations for the helicopter type to be flown
- Aerial delivery equipment operation, safe working loads and limitations
- Cargo hook limitations, problems and hazards
- Awareness of load rigging and preparation for flight
- Principles of aerodynamics
- Control effectiveness in all phases of flight
- Hazards that exist and problems that can occur when operating an aircraft during external load operations
- Procedures to address problems associated with a helicopter during external load operations
- Helicopter dimensions
- Vertical reference (long line) operation procedures if applicable
- External load lifting equipment inspection procedures
- Communication procedure and terminology applicable to external load operations

Required skills:

- Solve problems associated with the operation of a helicopter during external load operations
- Identify and assess vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment with regard to potential obstacles to the safety of flight
- Maintain situational awareness
- Perform external load scan techniques
- Use instruments to monitor helicopter performance during external load operations
- Read and interpret instructions, procedures and information relevant to the operation of a helicopter during external load operations
- Apply knowledge to the operation of a helicopter during external load operations
- Interpret hover performance and power available/power required from graphs/charts
- Communicate effectively with others when operating a helicopter during external load

REQUIRED KNOWLEDGE AND SKILLS

operations

- Complete documentation related to operating a helicopter during external load operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a helicopter during external load operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating a helicopter during external load operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating a helicopter during external load operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when a helicopter is performing external load operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a helicopter during external load operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - preparing and rigging sling load including all sub-tasks in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook
 - planning external load operations including all sub-tasks
 - conducting pre-flight briefing including all sub-tasks
 - operating the helicopter during external load operations including all sub-tasks
 - identifying and managing abnormal and emergency situations in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR) and Night VFR |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on a helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and/or skidded undercarriages |
| Night VFR environment may include: | <ul style="list-style-type: none"> • unaided • aided utilising night vision devices |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Load lifting may be carried out: | <ul style="list-style-type: none"> • with crewman • without crewman |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Checklists may include: | <ul style="list-style-type: none"> • flight manual/pilot's operating handbook • approach and landing • hover |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority • restricted and danger areas • Military control zones • Air Defence identification zones |
| Operational hazards during low level operations may include: | <ul style="list-style-type: none"> • structures • other aircraft • loose objects • birds • engine salt ingestion • trees • dust |

RANGE STATEMENT

	<ul style="list-style-type: none">• inadvertent release of load• unstable load• low visibility• turbulence• wind strength• sea state
Guidance during low level operations may be provided by:	<ul style="list-style-type: none">• air traffic control instructions• light signals• aerodrome markings
Load lifting equipment may include:	<ul style="list-style-type: none">• cargo hooks• swivels• shackles• load lifting strops• nets
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• pilot vertical reference (long line) procedures• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions

RANGE STATEMENT

Performance includes tolerances specified in either of:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4059A Pilot a helicopter during roping operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a helicopter during roping operations including planning, pre/post briefing, roping and abnormal operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR), Night VFR; and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a helicopter at low level and piloting a helicopter during roping operations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan roping operations	1.1 Tasking requirements are identified 1.2 Crew roping personnel and equipment required to ensure safe achievement of task are determined 1.3 Helicopter performance is interpreted and calculated to ensure suitability of aircraft for roping operations 1.4 Transit, roping operation communications and recovery is planned in accordance with workplace procedures 1.5 Roping personnel qualifications are confirmed 1.6 Roping operations abnormal and emergency situation actions are planned
2 Conduct pre-flight briefings for roping operations	2.1 Requirements of the roping operation are explained and confirmed 2.2 Location, terrain features (sea state as applicable) and forecast weather conditions are obtained and confirmed 2.3 Timings, route(s), airspeeds and altitudes are confirmed 2.4 Pilot, crew and roping personnel responsibilities and communication procedures are explained 2.5 Roping operation emergency procedures are explained
3 Operate the helicopter during roping operations	3.1 Site inspection, approach and hover heading are determined in accordance with operational requirements 3.2 Descent and approach is controlled to terminate over the roping site 3.3 Adequacy of hover power margin and control limits to perform roping operations is checked and maintained 3.4 Control is applied to helicopter to maintain position over roping site 3.5 Obstacle clearances are maintained during roping operations 3.6 Crewmember is directed/cleared to deploy ropes 3.7 Roping team is directed when clear to perform roping operation in accordance with workplace procedures 3.8 Ropes are recovered/detached and site vacated in accordance with workplace procedures
4 Manage abnormal and emergency situations during roping operations	4.1 Helicopter control is maintained 4.2 Abnormal or emergency situations are identified and managed in accordance with workplace procedure and Flight Manual/Pilot's Operating Handbook
5 Conduct post-flight briefings for roping operations	5.1 Operating procedures and outcomes of the flight are reviewed and analysed 5.2 Effectiveness, efficiency and performance of equipment is

ELEMENT

PERFORMANCE CRITERIA

analysed and reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Communication procedure and terminology applicable to roping operations
- Engine performance checks for the helicopter type to be flown
- Aircraft performance calculations (for all phases of flight)
- Internal and external load limitations for the helicopter type to be flown including weight and balance consideration
- Functions and effects of all aircraft controls and instruments
- Principles of aerodynamics
- Control effectiveness in all phases of flight
- Hazards, limitations and problems that can occur when operating an aircraft during roping operations
- Rope and attaching point limitations
- Helicopter dimensions

Required skills:

- Solve problems associated with the operation of a helicopter during roping operations
- Identify and assess vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment with regard to potential obstacles to the safety of flight
- React appropriately to avoid hazardous situations and/or dangerous situations that pose risks to safety of flight and personnel
- Maintain situational awareness
- Use instruments to monitor helicopter performance during roping operations
- Read and interpret instructions, procedures and information relevant to the operation of a helicopter during roping operations
- Apply knowledge to the operation of a helicopter during roping operations
- Identify and justify a decision to operate a helicopter during roping operations
- Interpret hover performance and power available/power required from graphs/charts
- Communicate effectively with others when operating a helicopter during roping operations
- Complete documentation related to operating a helicopter during roping operations

REQUIRED KNOWLEDGE AND SKILLS

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a helicopter during roping operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply reporting procedures for identified problems that may occur when operating a helicopter during roping operations
- Implement contingency plans for unexpected events that may arise when operating a helicopter during roping operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when a helicopter is performing roping operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a helicopter during roping operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - planning roping operations including all sub-tasks and actions in the event of abnormal and emergency roping operations situations
 - conducting pre-flight and post-flight roping operations briefings including all sub-tasks
 - operating the helicopter during roping operations including all sub-tasks
 - indentifying and managing abnormal and emergency situations in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules and Night VFR |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on a helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and/or skidded undercarriages • night aided vision devices |
| Night VFR environment may include: | <ul style="list-style-type: none"> • unaided • aided utilising night vision devices |
| Operational environments may include: | <ul style="list-style-type: none"> • unprepared landing sites • confined areas • unknown landing sites • pinnacles • embarked/sea platforms • marine environments |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Roping may include: | <ul style="list-style-type: none"> • rappelling • fast rope |
| Checklists may include: | <ul style="list-style-type: none"> • Flight Manual/Pilot's Operating Handbook • approach and landing • hover • pre-roping |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority • restricted and danger areas • Military control zones |

RANGE STATEMENT

Operational hazards during low level operations may include:

- Air Defence identification zones
- structures
- other aircraft
- loose objects
- birds
- engine salt ingestion
- trees
- dust
- low visibility
- turbulence
- wind strength
- sea state

Guidance during low level operations may be provided by:

- air traffic control instructions
- light signals
- aerodrome markings

Procedures for maintaining compliance with airspace requirements are:

- geographical limits of the flight area are demonstrated on a chart
- prominent geographical features are identified using a chart
- the limits of the flight area are identified on the ground
- the position of controlled airspace is determined using a chart and geographical features
- restricted areas are identified using a chart and geographical features
- departure from the circuit (roping) area and transition to the flight area is completed without incident
- departure from the flight area and transition to the circuit (roping) area is completed without incident

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)

RANGE STATEMENT

Applicable regulations and legislation may include:	<ul style="list-style-type: none">• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:• Day VFR syllabus• Manual of Standards• relevant Defence documentation such as:• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	Y - Aircraft Operation and Traffic Management
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AVIY4060A Pilot a helicopter during winching operations

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a helicopter during winching operations including planning, pre/post briefing, winching and abnormal operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR), Night VFR; and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a helicopter at low level and piloting a helicopter during winching operations.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged a Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan winching operations	1.1 Tasking requirements are identified 1.2 Crew and equipment required to ensure safe achievement of task are determined 1.3 Helicopter performance data is interpreted and calculated to ensure suitability of aircraft for operations 1.4 Outbound and return flight routes are planned 1.5 Operations at winch site including obstructions, terrain and any factors that may adversely affect lift are planned 1.6 Security and care of passengers and/or equipment to be winched on board is planned
2 Conduct pre-flight briefings for winching operations	2.1 Requirements of the winch operation are explained and confirmed 2.2 Location, terrain features (sea state as applicable) and forecast weather conditions are obtained and confirmed 2.3 Winch and role equipment is checked 2.4 Pilot and crew responsibilities and communication procedures are explained 2.5 Mode of lift (e.g. single strop lift, double lift, net deployment, etc.) is explained 2.6 Arrangements for care and security of passengers and/or equipment to be winched are explained 2.7 Winch emergency procedures are explained
3 Operate the helicopter during winching operations	3.1 Adequacy of hover power margin and control limits to perform winching operations is checked and maintained 3.2 Site inspection, approach and hover heading are determined in accordance with operational requirements 3.3 Descent and approach is controlled to terminate over winch site (both land and water) 3.4 Control is applied to helicopter to maintain position over winch site 3.5 Winch limitations are observed 3.6 Cable fouling is avoided 3.7 Power is applied to lift external load 3.8 Safety and security of passengers and/or cargo is managed
4 Manage abnormal and emergency situations during winching operations	4.1 Helicopter, passengers and load are controlled 4.2 Abnormal or emergency situations are identified and managed in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook 4.3 Load is jettisoned if/when appropriate

ELEMENT

PERFORMANCE CRITERIA

5 Conduct post-flight briefings for winching operations

- 5.1 Operating procedures and outcomes of the flight are reviewed and analysed
- 5.2 Effectiveness, efficiency and performance of equipment is analysed and reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Engine performance checks for the helicopter type to be flown
- Aircraft performance calculations (for all phases of flight)
- Internal and external load limitations for the helicopter type to be flown
- Winch limitations
- Functions and effects of all aircraft controls and instruments
- Principles of aerodynamics
- Control effectiveness in all phases of flight
- Hazards that exist and problems that can occur when operating an aircraft during winching operations
- Helicopter dimensions
- Communication procedure and terminology applicable to winching operations

Required skills:

- Solve problems associated with the operation of a helicopter during winching operations
- Identify and assess vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment with regard to potential obstacles to the safety of flight
- Maintain situational awareness
- Use instruments to monitor helicopter performance during winching operations
- Read and interpret instructions, procedures and information relevant to the operation of a helicopter during winching operations
- Apply knowledge to the operation of a helicopter during winching operations
- Identify and justify a decision to operate a helicopter during winching operations
- Interpret hover performance and power available/power required from graphs/charts
- Communicate effectively with others when operating a helicopter during winching operations
- Complete documentation related to operating a helicopter during winching operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a helicopter during winching operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Apply reporting procedures for identified problems that may occur when operating a helicopter during winching operations
- Implement contingency plans for unexpected events that may arise when operating a helicopter during winching operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when a helicopter is performing winching operations
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a helicopter during winching operations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - planning winching operations including all sub-tasks
 - conducting pre-flight and post-flight winching operations briefing including all sub-tasks
 - operating the helicopter during winching operations including all sub-tasks
 - identifying and managing abnormal and emergency situations in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules and Night VFR |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine helicopter • multi engine helicopter • single main rotor helicopter • multi main rotor helicopter • variable air traffic conditions • variable flight situations • abnormal situations |
| Performance may be demonstrated on a helicopter with: | <ul style="list-style-type: none"> • fully functioning dual controls • an electronic intercom system • dual control brakes • wheeled and/or skidded undercarriages |
| Night VFR environment may include: | <ul style="list-style-type: none"> • unaided • aided utilising night vision devices |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Hover control directions may include: | <ul style="list-style-type: none"> • with crewman • without crewman |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Checklists may include: | <ul style="list-style-type: none"> • Flight Manual/Pilot's Operating Handbook • approach and landing • hover |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority • restricted and danger areas • Military control zones • Air Defence identification zones |
| Operational hazards during low level operations may include: | <ul style="list-style-type: none"> • structures • other aircraft • loose objects • birds • engine salt ingestion • trees • dust |

RANGE STATEMENT

Guidance during low level operations may be provided by:

- air traffic control instructions
- light signals
- aerodrome markings

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders including Day Visual Flight Rules (Day VFR)
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4061A Perform aerobatic manoeuvres

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform looping, rolling and advanced aerobatic manoeuvres while remaining within the aircraft's structural and engine limitations and the pilot's physiological limitations during visual flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules; and aircraft control principles, regulations, safety codes, protocols and procedures required to perform aerobatic manoeuvres.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for aerobatic manoeuvres	<p>1.1 Operating area within suitable airspace is selected that allows for the completion of all aerobatic manoeuvres above the authorised minimum altitude</p> <p>1.2 Pre-manoeuve checks are performed and aircraft is configured for aerobatic manoeuvres</p> <p>1.3 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain</p>
2 Perform looping manoeuvre	<p>2.1 Entry airspeed is achieved that will ensure completion of looping manoeuvre</p> <p>2.2 Aircraft is pitched vertically through 360 degrees in balanced flight</p> <p>2.3 Wings are maintained parallel to the earth's horizon whilst applying positive 'g', without stalling</p> <p>2.4 Alignment with a nominated line feature is maintained</p> <p>2.5 Engine, airframe and physiological limitations are complied with</p> <p>2.6 Direction, altitude control and height loss is maintained within prescribed limits, or as appropriate to the aircraft type</p> <p>2.7 Safe entry and recovery heights are observed</p> <p>2.8 Exit airspeed/height is achieved at the completion of looping manoeuvre</p>
3 Perform rolling manoeuvre	<p>3.1 Entry airspeed is achieved that will ensure completion of rolling manoeuvre</p> <p>3.2 Aircraft is rolled from a nominated airspeed around the fore and aft axis through 360 degrees</p> <p>3.3 Direction, altitude control and height loss is maintained within prescribed limits, or as appropriate to the aircraft type</p> <p>3.4 Engine, airframe and physiological limitations are complied with</p> <p>3.5 Safe entry and recovery heights are observed</p>
4 Perform advanced aerobatic manoeuvre	<p>4.1 Entry speed for aerobatic manoeuvre is achieved</p> <p>4.2 Control inputs are applied to achieve advanced aerobatic manoeuvre</p> <p>4.3 Exit airspeed/height is achieved at the completion of an advanced aerobatic manoeuvre</p> <p>4.4 Engine, airframe and physiological limitations are complied with</p> <p>4.5 Direction, altitude control and height loss is maintained within prescribed limits, or as appropriate to the aircraft type</p>

ELEMENT

PERFORMANCE CRITERIA

4.6 Safe entry and recovery heights are observed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental protection procedures and regulations
- Aerodynamic principles for performance of aerobatic manoeuvres
- Techniques for entry to and control of aerobatic manoeuvres
- Physiological effects applicable to max performance flight
- Aircraft limitations for the aircraft flown including environmental factors
- Safe manoeuvre entry and recovery heights
- Pre-manoeuve check procedures
- Regulatory requirements applicable to the performance of aerobatic manoeuvres

Required skills:

- Apply unusual attitudes, fully developed and incipient spin and spiral dive recover techniques
- Operate the aircraft within its limitations, achieving optimum performance
- Manoeuvre aircraft on the buffet
- Conduct maximum rate turning
- Compensate for the secondary effects of controls
- Identify symptoms of loss of control
- Select and correctly use relevant equipment in performance of aerobatic manoeuvres
- Use instruments to monitor aircraft performance
- Recognise approaching max performance limitations of the aircraft
- Manage aircraft energy to achieve safe manoeuvre entry and recovery heights
- Communicate effectively with others when performing aerobatic manoeuvres
- Read, interpret and follow instructions, regulations, procedures and other information relevant to performing aerobatic manoeuvres in an aircraft
- Complete documentation related to performing aerobatic manoeuvres
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing aerobatic manoeuvres
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing aerobatic manoeuvres in accordance with regulatory requirements and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

- Implement contingency plans for unexpected events that may arise when performing aerobic manoeuvres
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the performance of aerobic manoeuvres
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - selecting operating area within suitable airspace that allows for the completion of all aerobatic manoeuvres above the authorised minimum altitude
 - performing pre-manoeuve checks and configuration of aircraft for aerobatic manoeuvres
 - maintaining lookout using appropriate systematic scan technique
 - achieving entry airspeed for completion of all aerobatic manoeuvres
 - observing safe entry and recovery heights for all aerobatic manoeuvres

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or

EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • Variable weather conditions in accordance with Day Visual Flight Rules (VFR) |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may include: | <ul style="list-style-type: none"> • fitted flight instruments • heads up display |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Rolling manoeuvre may include: | <ul style="list-style-type: none"> • barrel rolls • aileron roll • slow rolls |
| Advance aerobatic manoeuvres may include: | <ul style="list-style-type: none"> • spin • incipient spin • porteous loop • wing-over • cuban eight • roll off the top • split S • vertical eight • lazy eight • derry turn • stall turn • slow loop • flick (snap) rolls • hesitation roll |
| Dependent on the type of | <ul style="list-style-type: none"> • company procedures |

RANGE STATEMENT

organisation concerned and the local terminology used, workplace procedures may be referred to as:

Information/documents may include:

Applicable regulations and legislation may include:

Performance includes tolerances specified in either of:

- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
 - Relevant defence documentation such as:
 - Defence Orders and Instructions
 - Approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4062A Perform an aerobatic sequence

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to design and perform an aerobatic sequence while remaining within the aircraft's structural and engine limitations and the pilot's physiological limitations during visual flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or AD; airspace control requirements and Day Visual Flight Rules; and aircraft control principles, regulations, safety codes, protocols and procedures required to perform an aerobatic sequence.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Design an aerobatic sequence

- 1.1 Performance parameters are identified based on physical limitations of the pilot and structural limitations of the aircraft
- 1.2 A sequence of aerobatic manoeuvres is designed that meets a specified requirement
- 1.3 Practical transitions are included between aerobatic manoeuvres
- 1.4 Performance parameters are identified based on a combination of aircraft attitude, power setting, altitude and speed that provide go-no-go guidance for safe completion of all manoeuvres above safety height

2 Perform aerobatic sequences above specified safety height

- 2.1 Specified sequences of manoeuvres are completed in accordance with aerobatics design
- 2.2 Performance parameters required for safe completion of the manoeuvre are achieved prior to commencement
- 2.3 Orientation with display axis is maintained
- 2.4 Energy potential of the aircraft is managed to ensure completion of manoeuvres and sequences of manoeuvres within aircraft structure and minimum height limits
- 2.5 Failure to achieve performance parameters (energy requirement) to complete a manoeuvre is recognised and aircraft is managed to regain control above safety height
- 2.6 Height at or above a specified altitude is maintained

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental protection procedures and regulations
- Energy management principles applicable to aerobatic sequences
- Minimum height requirements to complete nose low (including pull through) to maintain above minimum height within the normal operating parameters of the aircraft
- Minimum height required to recover from a spin in the aircraft type being flown
- Unusual attitude recovery technique
- Aerodynamic principles applicable to the performance of aerobatic sequence
- Aerobatic sequence performance parameters
- Go/no-go performance criteria
- Aircraft limitations for the aircraft flown
- Environmental factors impacting the performance of aerobatic sequence
- Regulatory requirements applicable to the performance of aerobatic sequence

Required skills:

- Compensate for the secondary effects of controls
- Recognise situations which may require a precautionary landing or abandonment
- Compensate for meteorological effects on display sequence
- Operate the aircraft within its limitations, achieving optimum performance
- Identify symptoms of loss of control
- Select and use relevant equipment during aerobatics sequence
- Use instruments to monitor aircraft performance
- Recognise approaching maximum performance limitations of the aircraft
- Recognise approaching minimum safe altitude
- Communicate effectively with others when performing an aerobatic sequence
- Read, interpret and follow instructions, regulations, procedures and other information relevant to performing aerobatic sequence in an aircraft
- Complete documentation related to performing aerobatic sequence
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing aerobatic sequence
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and

REQUIRED KNOWLEDGE AND SKILLS

interactions with others

- Promptly report and/or rectify any identified problems that may occur when performing an aerobic sequence in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing aerobic sequence
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the performance of aerobic sequence
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform aerobic sequence

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - designing a sequence of aerobatic manoeuvres that meets a specified requirement and includes practical transitions between aerobatic manoeuvres
 - identifying performance parameters that provide go-no-go guidance for safe completion of all manoeuvres above safety height
 - completing specified sequences of manoeuvres in accordance with aerobatic design
 - achieving performance parameters required for safe completion of manoeuvres prior to commencement
 - maintaining orientation with display axis
 - managing energy potential of aircraft to ensure completion of manoeuvres and sequence of manoeuvres within aircraft structure and minimum height limits
 - recognising failure to achieve performance parameters to complete a manoeuvre, and managing aircraft to regain control above safety height
 - maintaining height at or above a specified altitude

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR)
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may include:	<ul style="list-style-type: none"> • fitted flight instruments • heads up display
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Aerobatic sequence area may include:	<ul style="list-style-type: none"> • flight training area • aerobatic box • display lines • audience lines and display axis
Specified requirements may include:	<ul style="list-style-type: none"> • stakeholders • display area • audience composition
Practical transitions may include:	<ul style="list-style-type: none"> • wingovers • modified entry and/or exit speeds
Imposed limitations may include:	<ul style="list-style-type: none"> • environmental • aircraft configuration
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and

RANGE STATEMENT

include:

- Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and or World Meteorology Organization (WMO) publications

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft requirements of the Civil Aviation Safety Authority (CASA) such as:
- Day VFR syllabus
- Manual of Standards
- Relevant defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4063A Perform close formation flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to pilot an aircraft in formation flight safely while remaining within the aircraft's structural and engine limitations and the pilot's physiological limitations during visual flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules; and aircraft control principles, regulations, safety codes, protocols and procedures required to perform formation flight in an aircraft.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Fly close formation | 1.1 Specified echelon formation stations are maintained during flight manoeuvres and phases
1.2 Specified line astern formation station is maintained during aircraft flight manoeuvres and phases
1.3 Balanced flight is maintained
1.4 Clear and concise radiotelephony phraseology or hand signals are utilised to ensure precise advice to formation lead and other formation aircraft |
| 2 Perform station changes | 2.1 Aircraft is manoeuvred safely to specified alternative formation stations during flight manoeuvres as per briefed sequence and/or lead's direction
2.2 Clearance with other formation aircraft is maintained
2.3 Formation lead changes are conducted as required |
| 3 Perform breakaway and rejoin | 3.1 Loss of contact with formation or any other requirement to break away is recognised
3.2 Break away from the formation is implemented
3.3 Formation is rejoined at specified stations |
| 4 Manage abnormal and emergency situations during formation flight | 4.1 Control of aircraft is maintained
4.2 Abnormal or emergency situations are managed in accordance with standard operating procedures or Flight Manual/Pilot's Operating Handbook |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental protection procedures and regulations
- Reference points that are used to achieve the specified left and right echelon formation positions for the aircraft being flown with respect to specified formation position
- Reference points that are used to achieve the line astern position for the aircraft being flown with respect to specified formation position
- Procedure for flying close formation
- Procedure for performing station changes
- Non-verbal signals applicable to formation operations
- Procedure to follow when visual contact is lost with the lead aircraft
- Procedures to be followed during abnormal and emergency situations
- Procedures for performing straight and turning rejoins to a formation
- Formation Standard Operating Procedures (SOPs)
- Formation radio procedures

Required skills:

- Operate the aircraft within its limitations, achieving optimum performance
- Compensate for the secondary effects of controls
- Perform formation collision avoidance turns
- Select and use relevant equipment in formation flight situations
- Use instruments to monitor aircraft performance
- Recognise relative position changes with reference to the formation
- Communicate effectively with others when performing formation flight
- Read, interpret and follow instructions, regulations, procedures and other information relevant to performing formation flight in an aircraft
- Complete documentation related to performing formation flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with other when performing formation flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing

REQUIRED KNOWLEDGE AND SKILLS

formation flight in accordance with regulatory requirements and workplace procedures

- Implement contingency plans for unexpected events that may arise when performing formation flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the performance of formation flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform formation flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - maintaining station during echelon and line astern formations
 - ensuring precise advice to formation lead and other formation aircraft by use of clear and concise radiotelephony, phraseology or hand signals
 - manoeuvring aircraft safely to perform station changes
 - maintaining clearance from other formation aircraft
 - conducting formation lead changes
 - recognising loss of contact with formation or any other requirement to break away
 - implementing break away from formation and rejoin at specified stations
 - maintaining aircraft control
 - managing abnormal or emergency situations in accordance with standard operating procedures or Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be

EVIDENCE GUIDE

conducted through appropriate written/oral tests

- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR) • night Visual Meteorological Conditions (VMC) • Instrument Meteorological Conditions (IMC) • two or more aircraft |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may include: | <ul style="list-style-type: none"> • fitted flight instruments • heads up display |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Flight manoeuvres may include: | <ul style="list-style-type: none"> • straight and level • turning • belly turns • climbing/descending • aerobatics • wingovers |
| Flight phases include: | <ul style="list-style-type: none"> • take-off • departure • transit/area operations • approach • landing |
| Echelon formation stations may include: | <ul style="list-style-type: none"> • left • right |
| Abnormal or emergency situations | <ul style="list-style-type: none"> • loss of contact |

RANGE STATEMENT

may include:

- aircraft collision
- aircraft malfunction
- bird strike

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to formation flight
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
- Relevant defence documentation such as:

RANGE STATEMENT

- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4064A Lead an aircraft formation flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan, brief and lead an aircraft formation safely while remaining within the aircraft's structural and engine limitations and the pilot's physiological limitations during visual flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules; and aircraft control principles, regulations, safety codes, protocols and procedures required to lead or assume lead of an aircraft formation flight.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan a formation flight	<p>1.1 Formation flight tasking requirements are identified</p> <p>1.2 Crews, briefing venue, timing and aircraft availability are coordinated</p> <p>1.3 Task is analysed to determine manoeuvres and formations that ensure safe outcome</p> <p>1.4 Flight route is planned to achieve formation outcomes in the time available and within performance capabilities of the flight</p> <p>1.5 All air traffic, area limitations and navigation requirements are complied with</p> <p>1.6 Actions in the event of abnormal or emergency situations involving the formation are planned</p>
2 Brief and de-brief formation pilots	<p>2.1 Ground and flight manoeuvres are briefed and confirmed with formation crews</p> <p>2.2 Timings, route(s), speeds and altitudes to be flown are specified</p> <p>2.3 Deputy leader responsibilities are briefed and confirmed</p> <p>2.4 Communication procedures, minimum fuel, abnormal and emergency procedures and method of return for landing are briefed and confirmed</p> <p>2.5 Achievements and any faults or errors that occurred during the formation flight are identified</p> <p>2.6 Guidance and feedback is provided to other formation members during the post-flight de-brief</p>
3 Lead a formation flight	<p>3.1 Lead aircraft is manoeuvred using controlled corrective action to ensure a stable platform for pilots flying in formation stations</p> <p>3.2 Formation is safely manoeuvred anticipating and allowing for formation size, proximity to obstructions, terrain, airspace limitations, weather conditions and air traffic, while ensuring compliance with regulatory requirements</p> <p>3.3 Formation is directed and controlled using precise standard radio phraseology, hand and other signal procedures</p> <p>3.4 Formation members' flight 'performances' and appropriate reactions to problems are monitored</p>
4 Manage abnormal and emergency situations whilst leading a formation flight	<p>4.1 Control of aircraft and formation when leading is maintained</p> <p>4.2 Abnormal or emergency situations are managed in accordance with standard operating procedures or Flight Manual/Pilot's Operating Handbook as flight leader</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental protection procedures and regulations
- Formation communication procedures (verbal and non-verbal)
- Air traffic, area limitations and navigation requirements for formation flight
- Planning and briefing requirements for formation flight
- Post-flight de-briefing techniques
- Formation manoeuvre safety limits considering formation size, proximity to obstructions, terrain, airspace limitations, weather conditions, air traffic and regulatory requirements
- Deputy formation leader's responsibilities
- Standard operating procedures for abnormal or emergency situations for formation flight

Required skills:

- Determine formation members possess the appropriate qualifications and currency
- Monitor formation pilots
- Recognise environmental conditions that impact the performance of the formation
- Conduct planning, briefing and de-briefing
- Communicate effectively with others when performing formation lead
- Read, interpret and follow instructions, regulations, procedures and other information relevant to performing formation lead, and prioritise workload
- Complete documentation related to performing formation lead
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing formation lead
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing formation lead in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing formation lead
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the performance of formation lead
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform formation lead

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - planning formation flight including all sub-tasks and actions in the event of abnormal or emergency situations
 - briefing and de-briefing formation pilots including all sub-tasks and deputy leader responsibilities
 - manoeuvring lead aircraft using controlled corrective action to ensure a stable platform for formation stations
 - manoeuvring formation safely by anticipating and allowing for all aspects of formation flying including compliance with regulatory requirements
 - controlling and directing formation using precise standard radio phraseology, hand and other signal procedures
 - monitoring formation members' flight 'performances' and appropriate reactions to problems
 - maintaining control and formation while leading aircraft
 - managing as flight leader abnormal or emergency situations in accordance with standard operating procedures or Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR) • Night Visual Meteorological Conditions (VMC) • Instrument Meteorological Conditions (IMC) • two or more aircraft |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • heads up display |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Abnormal or emergency situations may include: | <ul style="list-style-type: none"> • loss of contact • aircraft collision • aircraft malfunction |
| Mode selected may include: | <ul style="list-style-type: none"> • lateral • vertical combination • auto thrust |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Information/documents may include: | <ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the navigation of aircraft • in Defence context, relevant Defence Orders and |

RANGE STATEMENT

Instructions

- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications
- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- relevant licence and aircraft requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
 - Relevant defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Applicable regulations and legislation may include:

Performance includes tolerances specified in either of:

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY4066A Control aircraft in advanced flight manoeuvres

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to recognise and recover from abnormal attitude and fully developed spins while remaining within the aircraft's structural and engine limitations and the pilot's physiological limitations during visual flight. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules; and aircraft control principles, regulations, safety codes, protocols and procedures required to control an aircraft in advanced abnormal flight manoeuvres.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted within a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Recognise and recover from abnormal aircraft attitudes	1.1 Abnormal aircraft attitude is recognised 1.2 Abnormal aircraft attitude recovery procedures are conducted in accordance with Flight Manual/Pilot's Operating Handbook 1.3 Aircraft controllability checks are performed as required
2 Recover from an induced fully developed aircraft spin	2.1 Aircraft spin entry is induced 2.2 Aircraft fully developed spin is established and recognised 2.3 Direction of aircraft rotation is identified 2.4 Aircraft spin recover procedures are performed in accordance with Flight Manual/Pilot's Operating Handbook

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental protection procedures and regulations
- Procedures and requirements for performing pre-manoeuve checks
- Primary, secondary and tertiary effects of controls
- Types of abnormal aircraft attitudes
- Procedures and requirements for aircraft controllability checks
- Aerodynamic principles for entry into and exit from a fully developed spin and spiral dive
- Techniques to initiate and recover from abnormal aircraft attitudes, fully developed spin and spiral dive
- Physiological effects applicable to maximum performance flight
- Difference between a spin and a spiral dive
- Aircraft limitations for the type of aircraft flown including environmental factors
- Regulatory requirements applicable to performing advanced abnormal aircraft flight manoeuvre
- Pre-manoeuve checks

Required skills:

- Operate the aircraft within its limitations, achieving optimum performance
- Perform pre-manoeuve checks
- Maintain lookout using a systematic scan technique
- Compensate for the secondary and tertiary effects of controls
- Identify symptoms of fully developed spin and spiral dive
- Select and use relevant equipment in advanced abnormal aircraft flight situations
- Use instruments to monitor aircraft performance
- Communicate effectively with others when performing advanced abnormal aircraft flight manoeuvres
- Read, interpret and follow instructions, regulations, procedures and other information relevant to performing advanced abnormal aircraft flight manoeuvres
- Complete documentation related to performing advanced abnormal aircraft flight manoeuvres
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing advanced abnormal aircraft flight

REQUIRED KNOWLEDGE AND SKILLS

manoeuvres

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when navigating aircraft in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing advanced abnormal aircraft flight manoeuvres
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the performance of advanced abnormal aircraft flight manoeuvres
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, others or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform advanced abnormal aircraft flight manoeuvres

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - recognising abnormal aircraft attitude and conduct recovery procedures in accordance with Flight Manual/Pilot's Operating Handbook
 - performing aircraft spin recovery procedures in accordance with Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules (VFR)
Performance may be demonstrated in:	<ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Aircraft may include:	<ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may include:	<ul style="list-style-type: none"> • fitted flight instruments • heads up display
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Unusual aircraft attitudes may include:	<ul style="list-style-type: none"> • high or low nose attitudes • varying angles of bank • power settings • unbalanced flight • spiral dive
Spin types may include:	<ul style="list-style-type: none"> • erect • inverted
Spin recovery procedures may include:	<ul style="list-style-type: none"> • opposed yaw • centralise controls • as specified in the Flight Manual/Pilot's Operating Handbook (POH)
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders

RANGE STATEMENT

include:

- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant Bureau of Meteorology, International Civil Aviation Organization (ICAO) and/or World Meteorology Organization (WMO) publications

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR syllabus
 - Manual of Standards
- Relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5020A Conduct full instrument panel manoeuvres

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform all normal flight manoeuvres and recover from unusual attitudes using the full instrument panel under IMC. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to control an aircraft solely by reference to the full instrument panel as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine and monitor serviceability of flight instruments and instrument power sources	<p>1.1 Serviceability of flight instrument, pitot/static system and instrument power sources is determined before flight</p> <p>1.2 Functional checks of turn, heading and attitude indicators are performed while taxiing</p> <p>1.3 Flight instrument and instrument power source are monitored and any warnings, unserviceabilities or erroneous indications are reacted to appropriately</p>
2 Perform manoeuvres using full instrument panel	<p>2.1 Flight instrument indications are interpreted and reacted to appropriately in the time available to achieve and maintain specified flight profiles using full instrument panel</p> <p>2.2 Power and attitude are set and maintained by reference to the full instrument panel to achieve straight and level performance during normal cruise</p> <p>2.3 Power and attitude are set and maintained by reference to the full instrument panel to achieve straight and level performance in an aircraft approach configuration</p> <p>2.4 Power and attitude are set and maintained by reference to the full instrument panel to achieve nominated climb performance</p> <p>2.5 Power and attitude are set and maintained by reference to the full instrument panel to achieve nominated descent performance</p> <p>2.6 Power, attitude and bank during climb, descent and straight and level flight are set and maintained by reference to the full instrument panel to achieve rate one turns onto a nominated heading</p> <p>2.7 Aircraft is balanced</p> <p>2.8 Aircraft is trimmed</p> <p>2.9 Aircraft is levelled at a nominated altitude, from climb or descent during straight or turning flight</p>
3 Perform steep turns	<p>3.1 Power, attitude and bank are set to maintain level flight by reference to full instrument panel that achieves a steep turn</p> <p>3.2 Nominated angle of bank is maintained</p> <p>3.3 Turn is exited onto a nominated heading</p> <p>3.4 Aircraft is balanced</p>
4 Recover from unusual attitudes	<p>4.1 Unusual attitude is identified</p> <p>4.2 Controlled flight is resumed by reference to flight instruments using a full instrument panel</p> <p>4.3 Straight and level attitude is achieved without excessive oscillations at the horizon</p> <p>4.4 Aircraft is recovered to above LSALT</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Operation of the flight instruments and pitot/static system
- Flight instrument performance tolerances for IMC flights
- Functions and effects of all aircraft controls
- The function and limitations of flight instruments
- Pitot, airframe and carburettor icing and prevention/removal procedures
- Instrument failure warning flags and indications
- The physiological factors which may affect pilots during instrument flight
- The attitude and power requirements for respective conditions of flight
- Meteorological conditions impacting flight in IMC
- Instrument scan techniques
- Hazards that exist when controlling an aircraft by reference to the full instrument panel and related hazard control procedures and precaution
- Problems that may occur when controlling an aircraft by reference to the full instrument panel and action that should be taken in each case

Required skills:

- Perform manoeuvres and procedures solely by use of the full instrument panel
- Use instrument scan techniques applicable to the condition of flight
- Compensate for the secondary effects of controls
- Maintain orientation under simulated instrument flight conditions
- Control the aircraft by reference to the artificial horizon and gyro compass
- Maintain compliance with regulatory requirements
- Communicate effectively with others when controlling an aircraft by reference to full instrument panel
- Read and interpret instructions, regulations, procedures and other information relevant to controlling an aircraft by reference to full instrument panel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to controlling an aircraft by reference to full instrument panel
- Operate electronic communication equipment to required protocol

REQUIRED KNOWLEDGE AND SKILLS

- Work collaboratively with others when controlling an aircraft by reference to full instrument panel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling an aircraft by reference to full instrument panel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling an aircraft by reference to full instrument panel
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when controlling an aircraft by reference to full instrument panel
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to when controlling an aircraft by reference to full instrument panel

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/other NAV system • simulation of emergency and abnormal procedures |
| Nominated descent may include: | <ul style="list-style-type: none"> • continual at a defined rate • standard-rate |
| Unusual attitudes may include | <ul style="list-style-type: none"> • nose high and low • varying angles of bank and power settings |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- unbalanced flight
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5021A Conduct limited instrument panel manoeuvres

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform all normal flight manoeuvres and recover from unusual attitudes using the limited instrument panel during flight under IMC. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA; relevant airspace control requirements and Instrument Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to control a aircraft solely by reference to the limited instrument panel as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Recognise failure of attitude indicator and/or stabilised heading indicator	<p>1.1 Flight instruments and instrument power sources are monitored</p> <p>1.2 Warning indicators or erroneous instrument indications are recognised</p> <p>1.3 Transitions to instrument flight by reference to limited panel flight instruments are established</p>
2 Perform manoeuvres using limited instrument panel	<p>2.1 Flight instrument indications are interpreted and reacted to, to achieve specified flight profiles using limited instrument panel</p> <p>2.2 Power and attitude are set and maintained by reference to the limited instrument panel to achieve straight and level performance during normal cruise</p> <p>2.3 Power and attitude are set and maintained by reference to the limited instrument panel to achieve straight and level performance in an aircraft approach configuration within nominated speed limits</p> <p>2.4 Power and attitude are set and maintained by reference to the limited instrument panel to achieve nominated climb performance</p> <p>2.5 Power and attitude are set and maintained by reference to the limited instrument panel to achieve nominated descent performance</p> <p>2.6 Power, attitude and bank during climb, descent and straight and level flight are set and maintained by reference to the limited instrument panel to achieve a rate one turn onto a nominated heading</p> <p>2.7 Aircraft is balanced</p> <p>2.8 Aircraft is trimmed</p> <p>2.9 Aircraft is levelled at a nominated altitude during a straight or turning flight whilst in a climb or descent</p>
3 Recover from unusual attitudes using limited flight instrument panel	<p>3.1 Unusual attitude is identified</p> <p>3.2 Controlled flight is resumed by reference to flight instruments using a limited instrument panel</p> <p>3.3 Straight and level attitude is achieved without excessive oscillations at the horizon</p> <p>3.4 Aircraft is recovered to above LSALT</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- Principles of aerodynamics
- Operation of the flight instruments, power requirements and failure indications
- Functions and effects of all aircraft controls
- The need for flying using the limited instrument panel
- The function and limitations of limited panel flight instruments
- The interpretation of the limited panel instrument indications
- The physiological factors which may affect pilots during instrument flight
- Limited panel instrument scan techniques
- Hazards that exist when controlling an aircraft by reference to the limited instrument panel and related hazard control procedures and precaution
- Problems that may occur when controlling an aircraft by reference to the limited instrument panel and appropriate action that should be taken in each case

Required skills:

- Perform manoeuvres and procedures solely by use of the limited instrument panel
- Use instrument scan techniques applicable to the condition of flight
- Anticipate and allow for normal adverse physiological reaction to limited panel flight
- Maintain orientation in simulated instrument flight conditions
- Use limited instruments to monitor aircraft performance
- Achieve compliance with regulatory requirements
- Communicate effectively with others when controlling an aircraft by reference to the limited instrument panel
- Read and interpret instructions, regulations, procedures and other information relevant to controlling an aircraft by reference to the limited instrument panel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to limited instrument panel manoeuvres
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when controlling an aircraft by reference to the limited instrument panel

REQUIRED KNOWLEDGE AND SKILLS

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when controlling an aircraft by reference to the limited instrument panel in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when controlling an aircraft by reference to the limited instrument panel
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while controlling an aircraft by reference to the limited instrument panel
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to control an aircraft by reference to the limited instrument panel

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures |
| Nominated descent may include: | <ul style="list-style-type: none"> • continual at a defined rate • standard-rate |
| Unusual attitude may include: | <ul style="list-style-type: none"> • nose high and low • varying angles of bank and power settings |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- unbalanced flight
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5022B Manage traffic flow

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to work as part of a team and to conduct traffic sequencing and regulate traffic flow. This includes providing major delaying actions and minor flow adjustments to achieve the necessary spacing and order, and responding to changing conditions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit has application for air traffic control operators. In addition to separating airspace users, a safe, efficient and regular traffic flow is required to enable the effective use of aerodrome terminal facilities such as runways and taxiways.

Work must be carried out in compliance with the relevant air traffic services regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

Traffic flow is managed using automated systems or by manual determination. If automated systems are used, human reasoning should be applied to ensure safety and the most suitable flow of traffic particularly in times of adverse weather and/or emergency and abnormal flight operations.

The controller must demonstrate an ability to establish traffic sequences, regulate traffic flow, and regulate workload in situations involving medium to high levels of traffic volume and complexity, and in adverse weather.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish traffic sequence	<p>1.1 Traffic order is established in accordance with runway mode and airspace configuration</p> <p>1.2 Automated and/or manually determined traffic sequence is observed and monitored and adjustments to traffic flow are made accordingly</p> <p>1.3 Traffic flow is adjusted in accordance with standard operating procedure when airways facilities are reduced and/or systems are in degraded mode</p> <p>1.4 Scan is maintained in area of jurisdiction at a rate determined by environmental factors</p>
2 Provide major delaying actions	<p>2.1 Aircraft are held in published holding patterns in accordance with standard operating procedure</p> <p>2.2 Aircraft are held outside published holding patterns in accordance with standard operating procedure</p> <p>2.3 Air traffic clearances are withheld or instructions are imposed to achieve the necessary delay</p> <p>2.4 Limits are imposed on air traffic clearances when necessary</p> <p>2.5 Major delaying actions are cancelled or relaxed when able and instructions are issued for onwards flight</p>
3 Provide minor flow adjustments	<p>3.1 Aircraft speeds are varied in accordance with standard operating procedure and control techniques to achieve the necessary traffic flow</p> <p>3.2 Aircraft route, track and/or heading is adjusted in accordance with standard operating procedure and control techniques to achieve the necessary traffic flow</p> <p>3.3 Conditions are imposed on air traffic clearances when necessary</p> <p>3.4 Minor flow adjustments are cancelled or relaxed when able</p>
4 Regulate traffic flow	<p>4.1 Instructions issued to regulate traffic flow always maintain safety</p> <p>4.2 Acceptable traffic flow for the given situation is achieved</p>
5 Respond to changing conditions	<p>5.1 Action in response to changing conditions always maintains safety</p> <p>5.2 Action to respond to changing conditions is completed in a satisfactory timeframe</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S and environmental procedures and regulations
- Principles of air traffic control
- Aircraft holding patterns published on charts and maps including sector entries
- Non-published aircraft holding techniques
- Air traffic clearances to hold, delay, limit and continue flight
- Methods used to adjust route, track, heading and speed of aircraft
- Conditional air traffic clearance
- Aircraft sequencing and spacing techniques and practices
- Techniques to adjust the flow of aircraft traffic during reduced facilities or when using degraded systems
- Aircraft performance characteristics and considerations while holding; varying the routing, tracking and heading of aircraft; and considerations while varying the speed of aircraft during climb, cruise and descent
- Airspace and route structures for holding and flow including feeder fixes
- Peak capacity for runway configurations including landing and departure rates; slot allocation; and factors affecting capacity including capped rates
- Systems and tools used for air traffic flow management including the Central Traffic Management System, Maestro and slot allocation
- Roles and responsibilities for managing the air traffic flow
- Aerodrome runway combinations and traffic requirements
- Capacity modelling for arriving traffic only, and arriving and departing traffic
- Airspace, route structures and procedures used to assist strategic air traffic flow management
- Sector/traffic hot spots
- Area of radar coverage
- Airspace geography and topography
- Classification and special use airspace
- Weather forecasting and aerodrome weather observations
- Relevant sections of the air traffic services procedures manual and local instructions
- Safety hazards and risks that exist when managing air traffic and related risk control procedures and precautions
- Problems that may occur when managing air traffic and appropriate action that should be taken in each case

REQUIRED KNOWLEDGE AND SKILLS

Required skills:

- Communicate effectively with others when managing traffic flow
- Actively listen when managing traffic flow
- Read and interpret instructions, regulations, procedures and other information relevant to managing traffic flow
- Interpret and follow operational instructions and prioritise work
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Complete documentation related to managing traffic flow
- Provide leadership and work collaboratively with others when managing traffic flow
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing traffic flow in accordance with regulatory requirements and workplace procedures
- Demonstrate temperament reflecting a calm, composed and cooperative characteristic and emotional response under challenging situations
- Make decisions related to the prioritising of tasks and the projection of and planning for traffic and environmental events
- Conduct aeronautical decision making
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Implement contingency plans for unexpected events that may arise when managing traffic flow
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing traffic flow
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or

REQUIRED KNOWLEDGE AND SKILLS

damage to goods or equipment

- Adapt to differences in equipment, systems and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Interpret airspace charts, maps and approach to land procedures associated with aircraft holding and flow procedures
- Formulate and issue onwards airways clearances, conditional clearances and clearance limits
- Maintain surveillance of airspaces and scanning techniques at the Human-machine Interface (HMI)
- Adjust the routing and tracking of aircraft
- Vary the heading of aircraft
- Vary the speed of aircraft and related speed control data
- Conduct the holding of aircraft and onwards processing
- Identify and use system tools and information to facilitate flow management
- Carry out runway mode change and consequent flow management
- Advise aircraft of delays by issuing set course time, stack departure time, estimated approach time and/or estimated time of landing
- Be confident but not complacent or reliant on automation and technology, and readily apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations • an operational air traffic control workplace |
| Air Traffic Flow Management (ATFM) is established: | <ul style="list-style-type: none"> • to support ATC in ensuring an optimum flow of air traffic to, from, through or within defined areas during times when demand or expected demand exceeds the capacity of the system. Managing the traffic flow in this unit of competency is part of a control service and is not a discrete ATFM service |
| Systems and tools include: | <ul style="list-style-type: none"> • Maestro flow management system • Central Traffic Management System (CTMS) • slot allocation system • capped capacity • capacity modelling and international benchmarking • en route airspace design, feeder fixes and terminal area route structure • airline - ATS agreed capacity as a key performance indicator |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures • regulatory standards and recommended practices |
| Information/documents may include: | <ul style="list-style-type: none"> • training curricula and syllabi • Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS) • Local Instructions (LI) and Temporary Local Instructions (TLI) • equipment manufacturers specifications and instructions • Manual of Air Traffic Services (MATS) • Aeronautical Information Publication (AIP) • workplace procedures, instructions • Training Standards Manual (TSM) • ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management |

RANGE STATEMENT

Applicable regulations and legislation may include:

- occupational specification for air traffic controllers
- industrial certified agreements and awards
- training and assessment records
- operator s handbook and system manuals
- documented learning and assessment strategies
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Cth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Cth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5023A Operate multi-engine fixed wing aeroplane

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to carry out take-off and departure procedures as pilot-in-command of a multi-engine aeroplane during visual, instrument and night conditions in normal, abnormal and emergency situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); and/or ADF, airspace control requirements and VFR, Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a multi-engine fixed wing aeroplane.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit is nominally packaged at Certificate V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate a multi-engine aeroplane in all phases of flight	<p>1.1 Normal operations of multi-engine aeroplane type on the ground and in flight are conducted in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p> <p>1.2 Asymmetric operations for all phases of flight are anticipated and contingencies are planned</p> <p>1.3 A plan of action is self-briefed or briefed to crew members that will ensure the safest outcome in the event of asymmetric operations</p>
2 Manage engine failure /malfunction in flight	<p>2.1 (In simulated conditions) Maintain and/or re-gain control of aeroplane</p> <p>2.2 Failed/malfunctioning engine is identified and confirmed</p> <p>2.3 Power set on serviceable engine/s and aeroplane configuration is adjusted to achieve desired aeroplane performance</p> <p>2.4 Failed/malfunctioning engine is managed in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p> <p>2.5 Indicated airspeed is maintained above V_{MCA}</p> <p>2.6 ATC or another agency capable of assistance are advised of situation and intentions</p> <p>2.7 Recovery to aerodrome is evaluated and conducted in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p>
3 Manage engine failure/malfunction after take-off	<p>3.1 (In simulated conditions) Engine failure/malfunction is managed in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures after take-off while heading is maintained</p> <p>3.2 Initial climb not less than best engine out angle of climb speed (V_x) or best engine out rate of climb speed (V_y) until clear of obstacles, then V_y is maintained</p> <p>3.3 Recovery to aerodrome is evaluated and conducted in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p>
4 Perform rejected take-off	<p>4.1 Take-off is aborted prior to V_1 or at a point during the take-off where the abort procedure can be initiated and the aeroplane stopped on the remaining runway/stopway</p> <p>4.2 Power is reduced smoothly and promptly</p> <p>4.3 Spoilers, prop fine/reverse, thrust reverse, wheel brakes and other drag and braking devices are activated</p> <p>4.4 Positive control is maintained to bring the aeroplane to a safe</p>

ELEMENT	PERFORMANCE CRITERIA
	stop
	4.5 Engine failure procedures and/or checklists are initiated and completed
5 Manage engine failure /malfunction during approach/landing	<p>5.1 (In simulated conditions) Control of aeroplane is maintained</p> <p>5.2 Engine inoperative approach is performed in accordance with the aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p> <p>5.3 Decision is made to continue or abort approach/landing</p> <p>5.4 Decision height for landing is nominated</p> <p>5.5 ATS or other agencies capable of providing assistance are advised of situation and intentions</p> <p>5.6 Flight profile is flown from which a controlled landing could be achieved</p>
6 Conduct go-around or missed approach with engine failure	<p>6.1 (In simulated conditions) Engine failure in a multi-engine aeroplane during a go-around or missed approach is identified and confirmed</p> <p>6.2 Control of aeroplane is maintained</p> <p>6.3 Engine inoperative go-around is performed from decision height in accordance with aeroplane Flight Manual, Pilot's Operating Handbook (POH) and company operating procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Airspeed limitations including: V_{NO} , V_A , V_X and V_Y , V_{NE} , V_{FE} , V_{LO} , V_{LE} , V_{LO2} (landing gear operations down), maximum crosswind, turbulence penetration speed and maximum load factor
- Emergency airspeeds including: V_{MCA} , V_{SSE} , engine(s) inoperative climb, approach and final speed, emergency descent and best glide range speeds
- Emergency procedures for: engine failure after take-off, engine fire on the ground and airborne, engine failure in the cruise, waste gate failure (if applicable) and propeller/turbine over-speed
- Safety implications of asymmetric flight below V_{MCA}
- Power, flight and configuration requirements that apply to V_{MCA}
- Methods of regaining control of an aeroplane with a failed engine that is flying at a speed less than V_{MCA}
- Conditions that would increase V_I
- Performance the aeroplane can achieve after reaching V_Y or V_2 during asymmetric flight
- Markings on the airspeed indicator that apply to failed engine operations
- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In ADF context, relevant Defence Orders and Instructions
- Relevant OH&S procedures and regulations
- Normal and crosswind take-off/landing procedures: climb, cruise, descent procedures including, airspeeds, configurations, method of drift allowance, setting of flight instruments and non-normal/emergency procedures
- Technique and procedures used during engine failure on take-off, the appropriate reference airspeeds, and the specific pilot actions required
- Technique and procedure for carrying out a rejected take-off after a engine/system(s) failure/warnings, including related safety factors
- Technique and procedures used to conduct a go-around or missed approach during engine failure on take-off, the appropriate reference airspeeds, and the specific pilot actions required

Required skills:

- Calculate accelerate/stop distance
- Calculate V_I for any specified take-off conditions
- Calculate initial rate of climb and climb gradient for one engine inoperative after take-off
- Calculate fuel flow and true airspeed with one engine inoperative
- Determine if the range of the aeroplane increases or decreases following an engine failure

REQUIRED KNOWLEDGE AND SKILLS

- Calculate PNR and ETP/CP for one engine inoperative with maximum fuel
- Extract, calculate and apply all performance information applicable to the aeroplane
- Identify, and manage emergency and abnormal situations while maintaining control of the aeroplane, in accordance with Flight Manual/POH
- Identify the critical engine
- Control and manage the aeroplane during flight with failed engine(s), in accordance with Flight Manual/POH
- Maintain compliance with relevant regulatory requirements
- Set priorities and manage workload to ensure safe task completion in the time available
- Apply relevant air safety practices and regulations
- Communicate effectively with others when operating a multi-engine fixed wing aeroplane
- Read and interpret instructions, regulations, procedures and other information relevant to operating a multi-engine fixed wing aeroplane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating a multi-engine fixed wing aeroplane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a multi-engine fixed wing aeroplane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating a multi-engine fixed wing aeroplane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating a multi-engine fixed wing aeroplane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating a multi-engine fixed wing aeroplane
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to operate a multi-engine fixed wing aeroplane

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tasks may be undertaken in:	<ul style="list-style-type: none"> • VMC • IMC • VMC with simulated IMC conditions
Performance may be demonstrated in:	<ul style="list-style-type: none"> • multi-engine aeroplane • multi-engine synthetic training device approved by appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority
Crew may include:	<ul style="list-style-type: none"> • single pilot • multi crew
Instruments may be:	<ul style="list-style-type: none"> • fitted flight instruments • head up display
Limitations may be imposed by:	<ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements
Classes of airspace may be:	<ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones
Conditions may include:	<ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders

RANGE STATEMENT

include:

- in ADF context, relevant Defence Orders and Instructions
- Manual of Standards - Pilot Licensing (MOS-PL)
- Flight Manual/ Pilot's Operating Handbook (POH)
- Aeronautical Information Publication (AIP)
- relevant sections of the Civil Aviation Advisory Publications (CAAP)
- performance charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in ADF context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
 - Day VFR Syllabus
 - Manual of Standards
- relevant Defence documentation such as:
 - Defence Orders and Instructions
 - approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5024A Operate aircraft in the traffic pattern at night

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to take off, land and operate an aircraft safely in the traffic pattern at night. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Night Visual Flight Rules (NVFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to operate aircraft in the traffic pattern at night as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Taxi at night	1.1 Instrument/cockpit lighting are adjusted to an appropriate level for taxiing 1.2 ATC instructions and manoeuvres of the aircraft on the ground at night within the approved movement area as defined by aerodrome ground lighting are complied with 1.3 Aircraft lighting to identify obstructions, other aircraft and taxiway and runway limits is used as required 1.4 Aircraft is taxied at a speed which allows for an adequate lookout to be maintained to avoid obstructions
2 Take off at night	2.1 Aircraft is lined up correctly in centre of runway in take-off direction 2.2 Line up checks appropriate to night take-off are completed 2.3 Take-off by reference to flare path/runway lighting and aircraft instruments is executed 2.4 Aircraft is rotated at manufacturers recommended speed 2.5 Climb attitude and control aircraft in climb, after take-off solely by reference to instruments is completed 2.6 Alignment with runway by visual reference and lookout is established and maintained 2.7 After take-off, checks are performed at a safe height
3 Land at night, with and without the use of aircraft landing lights	3.1 Circuit entry and pattern are performed with reference to runway environment 3.2 Safe altitude is maintain by reference to aircraft instruments and runway lighting 3.3 Aircraft is safely landed at night with and without landing lights 3.4 After landing checks are performed
4 Make go-around	4.1 The need to conduct a go-around is recognised 4.2 Go-around is performed from any point on base and final approach legs
5 Activate Pilot Activated Lighting (PAL)	5.1 Appropriate radiotelephone frequency is utilised to activate PAL system when within radio range 5.2 Transmit sequence is utilised to activate PAL system 5.3 Wind indicator lighting is monitored to determine end of activation period
6 Manage emergency situations at night	6.1 (In simulated conditions) Aircraft control is maintained 6.2 Emergency situation is managed in accordance with Flight Manual, POH and AIP 6.3 Electrical lighting and power sources are monitored

ELEMENT

PERFORMANCE CRITERIA

6.4 Electrical lighting and power source emergency procedures are conducted as appropriate

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Night circuit procedures
- Light signals used in the circuit area at night
- Colours and patterns of aerodrome lighting
- Method of activating an aerodrome frequency response unit with PAL options
- Time that PAL remains illuminated
- PAL system warning indications that the lights are about to be extinguished
- Operation and use of a VASI, PAPI system
- Identification of aerodromes with standby power
- Electrical system management as recommended in the applicable Flight Manual/POH
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Fuel tank capacity and range (where applicable)
- Communication equipment checks

Required skills:

- Utilise secondary lighting and power sources
- Utilise fault finding for system failures
- Communicate effectively with others when operating an aircraft in the traffic pattern at night
- Read and interpret instructions, regulations, procedures and other information relevant to operating an aircraft in the traffic pattern at night
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating an aircraft in the traffic pattern at night
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating an aircraft in the traffic pattern at night
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when operating an aircraft in the traffic pattern at night in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating an aircraft in the traffic pattern at night
- Apply precautions and required action to minimise, control or eliminate hazards that may exist

REQUIRED KNOWLEDGE AND SKILLS

while operating an aircraft in the traffic pattern at night

- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required while operating an aircraft in the traffic pattern at night

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • night VFR conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for NVFR flight • head up display suitable for NVFR flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Emergency situations may include: | <ul style="list-style-type: none"> • engine failure • communication or navigation aid failure • electrical system failure • lighting system failure |
| Conditions may include: | <ul style="list-style-type: none"> • simulated icing conditions • moderate turbulence • simulated hazardous weather • autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures |
| Aerodrome may include | <ul style="list-style-type: none"> • ground lighting • remote of ground lighting |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |

RANGE STATEMENT

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5025A Perform an instrument arrival

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct an instrument arrival from an inbound route. This includes tracking to a position from which an approach and/or landing can be made at the destination aerodrome. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform an instrument arrival as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Prepare for IMC arrival | 1.1 Applicable aerodrome weather, airfield conditions and traffic information is obtained and applied
1.2 Descent/approach checks and briefings are completed
1.3 Approach and landing configurations are established appropriate for the runway and meteorological condition |
| 2 Conduct IMC arrival to instrument approach point | 2.1 Ground track is maintained to ensure that the subsequent instrument approach or traffic pattern can be flown, taking into account any obstructions and Air Traffic Control (ATC) instructions
2.2 Obstacle clearance minima are maintained IAW AIP and/or ATC instructions
2.3 Existing wind conditions are verified making corrections for drift to maintain a precise ground track
2.4 Stabilised approach is maintained with the specified airspeed and rate of descent tolerances
2.5 Approach point intercepted IAW AIP requirements for commencing selected instrument approach |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Instrument arrival procedures and limitations
- Pilot's responsibilities during instrument arrival
- Instrument approach procedure or visual approach at end of an instrument arrival
- Instrument arrival radio procedures
- Loss of radio communication during an instrument arrival
- Procedures for abnormal operations and/or emergencies during an instrument arrival, including navigation aid failure

Required skills:

- Communicate effectively with others when performing an instrument arrival
- Read and interpret instructions, regulations, procedures and other information relevant to performing an instrument arrival
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to performing an instrument arrival
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing an instrument arrival
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing an instrument arrival in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing an instrument arrival
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while performing an instrument arrival
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

REQUIRED KNOWLEDGE AND SKILLS

- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform an instrument arrival

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • DME (Distance Measuring Equipment) • RADAR • GPS (Global Positioning System) • FMS (Flight Management Systems) • Moving Map Displays • TACAN • INS |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5026A Perform standard arrival route (STAR)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct a procedural arrival from an inbound route. This includes tracking via a STAR published in Aeronautical Information Publication (AIP), to a position from which an approach and landing can be made at the destination aerodrome. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform standard arrival route (STAR) as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1 Prepare for IMC arrival | 1.1 Applicable aerodrome weather, airfield conditions and traffic information is obtained and applied
1.2 Descent/approach checks and briefs are completed
1.3 Approach and landing configurations are established appropriate for the runway and meteorological condition |
| 2 Conduct IMC arrival using a STAR | 2.1 Current chart for the STAR to be flown is selected and navigation systems are configured
2.2 Approach applicable to the runway being used for the landing is correctly executed
2.3 Aircraft is correctly manoeuvred from an inbound route, to a fix at or near the destination aerodrome, using navigation aids and transition to an approach as instructed by Air Traffic Control (ATC)
2.4 Obstacle clearance minima are maintained IAW AIP and/or ATC instructions
2.5 Aircraft is manoeuvred within the tolerance specified in AIP
2.6 ATC instructions amending STAR procedure are correctly implemented |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Methodologies for input, monitoring and amendment of FMS/NAV system data
- STAR procedures and limitations
- Pilot's responsibilities when STAR clearance is given or cancelled
- Instrument approach procedure or visual approach at end of STAR
- STAR radio procedures
- Loss of radio communication during STAR
- Procedures for abnormal operations and/or emergencies during STAR, including navigation aid failure

Required skills:

- Interpret STAR charts
- Manipulate FMS /NAV system data
- Adjust for deviation in aircraft vertical profile
- Communicate effectively with others when performing STAR
- Read and interpret instructions, regulations, procedures and other information relevant to performing STAR
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to performing STAR
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing STAR
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing STAR in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing STAR
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while performing STAR
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self, or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard

REQUIRED KNOWLEDGE AND SKILLS

operating procedures

- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform STAR

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • DME (Distance Measuring Equipment) • RADAR • GPS (Global Positioning System) • FMS (Flight Management Systems) • Moving Map Displays • TACAN • INS |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• moderate turbulence• simulated hazardous weather• Autopilot/Flight Director• FMS/ other NAV system• simulation of emergency and abnormal procedures• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:• Manual of Standards• relevant Defence documentation such as:• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5027A Perform instrument departure - non published procedure

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to plan and conduct a departure from an aerodrome without a published instrument departure procedure, i.e. non Standard Instrument Departure (SID) or Standard Radar Departure (SRD). It covers intercepting track within 5 nm, while maintaining obstacle clearance during climb to Lowest Safe Altitude (LSALT). This includes managing traffic separation using the radiotelephone in Instrument Meteorological Conditions (IMC)/simulated IMC under the Instrument Flight Rules (IFR). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to performing an instrument departure - non published procedure as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine applicable standards for an instrument departure (non SID/SRD)	<p>1.1 Standard take-off minima is determined in accordance with the aerodrome using Aeronautical Information Publication (AIP)</p> <p>1.2 Departure is planned to ensure the aircraft can maintain obstacle and terrain clearance after take-off and during the climb to LSALT</p> <p>1.3 Ceiling minima is increased and/or track is planned to ensure terrain clearance is maintained when required</p>
2 Take off and climb to cruising altitude/level under the IFR (non SID/SRD)	<p>2.1 Appropriate checklist items are completed and confirmed to ensure the aircraft systems applicable to the instrument take-off are operating correctly</p> <p>2.2 Radios, navigation aids and flight instruments are set to the desired setting prior to initiating the take-off</p> <p>2.3 Track, altitude requirements and emergency procedures are reviewed and briefed for an instrument departure</p> <p>2.4 Climb to cruising altitude/level after take-off is achieved</p> <p>2.5 Obstacle and terrain clearance is maintained below LSALT while intercept track is maintained within 5 nm of the departure aerodrome</p> <p>2.6 Transitions from visual meteorological conditions to actual or simulated instrument meteorological conditions are performed without loss of control of the aircraft</p> <p>2.7 Radio transmissions are performed in accordance with AIP requirements</p> <p>2.8 Separation from other traffic is maintained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Take-off minima for single or multi engine aircraft at aerodromes without suitable instrument departure procedures
- Obstacle and terrain clearance requirements after take-off and during the climb to LSALT
- Conditions required to effect a take-off with no meteorological forecast
- Departure procedure for a non-published instrument departure
- Transponder code requirements for the flight
- Requirement for establishing aircraft on departure track
- Content and timing of airborne and departure reports
- Pilot's responsibility in an IFR visual departure
- Procedures for loss of radio communication
- Procedures for abnormal operations and/or emergencies

Required skills:

- Calculate standard take-off minima
- Communicate effectively with others whilst performing a non published instrument departure
- Read, interpret and comply with instructions, regulations, procedures and other information relevant to performing a non published instrument departure
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to a non published instrument departure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing a non published instrument departure
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing a non published instrument departure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing a non published instrument departure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while performing a non published instrument departure
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments

REQUIRED KNOWLEDGE AND SKILLS

- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a non published instrument departure

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • DME (Distance Measuring Equipment) • RADAR • GPS (Global Positioning System) • FMS (Flight Management Systems) • Moving Map Displays • TACAN • INS |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5028A Perform instrument departure - published procedures (SID/SRD)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform an instrument departure using a published procedure. This includes determining the applicable take-off ceiling and visibility minima, calculating and maintaining the obstacle clearance limits for climb during flight to Lowest Safe Altitude (LSALT) while on climb to cruising altitude/level; and complying with published Standard Instrument Departure (SID) or Standard Radar Departure (SRD), graphic depiction or narrative requirements in Instrument Meteorological Conditions (IMC)/simulated IMC under Instrument Flight Rules (IFR). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to perform instrument departure using published procedures (SID/SRD) as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine applicable standards for an instrument departure using published procedures	<ul style="list-style-type: none">1.1 Standard take-off minima is determined for the aerodrome in accordance with Aeronautical Information Publication (AIP)1.2 Plan is developed to ensure obstacle clearance requirements for the take-off area1.3 Aircraft performance is calculated to ensure minimum design climb gradient of the SID or SRD and any additional specified gradients can be achieved
2 Take off and climb to cruising level using published procedures	<ul style="list-style-type: none">2.1 Appropriate checklist items are completed and confirmed to ensure the aircraft systems applicable to the instrument take-off are operating correctly2.2 Radios, navigation aids/systems and flight instruments are set to the desired setting prior to initiating the take-off2.3 Track, altitude requirements and emergency procedures for an SID or SRD are reviewed and briefed2.4 Climb to cruising altitude/level after take-off is achieved from standard take-off ceiling2.5 Obstacle and terrain clearance is maintained while below LSALT/MSA to intercept track in accordance with SID or SRD requirements2.6 Transitions from visual meteorological conditions to actual or simulated instrument meteorological conditions are performed without loss of control of the aircraft2.7 Radio transmissions are performed in accordance with AIP requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Take-off minima for single and twin engine aircraft for aerodromes with a relevant instrument approach procedures
- Conditions required to effect a take-off with no meteorological forecast
- SID and SRD procedures and limitations
- SID and SRD tracking and performance requirements, and flight parameters assumed of the aircraft
- Pilot's responsibilities if SID or SRD tracking and performance requirements cannot be met
- Pilot's responsibilities when SID or SRD clearance is given or cancelled
- Radio reports requirements to be made in an SID or SRD
- Procedures for loss of radio communication during SID or SRD
- Procedures for abnormal operations and/or emergencies during SID, including navigation aid failure

Required skills:

- Interpret a SID or SRD chart
- Calculate standard take-off minima
- Communicate effectively whilst performing a published instrument departure
- Read and interpret instructions, regulations, procedures and other information relevant to a published instrument departure
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to a published instrument departure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing a published instrument departure
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing a published instrument departure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing a published instrument departure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist while performing a published instrument departure
- Monitor and anticipate operational problems and hazards and take appropriate action

REQUIRED KNOWLEDGE AND SKILLS

- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a published instrument departure

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Tasks may be undertaken in:
- IMC
 - VMC with simulated IMC conditions
- Performance may be demonstrated in:
- single engine aircraft
 - multi engine aircraft
 - synthetic training device approved by the appropriate authority
 - variable air traffic conditions
 - variable weather conditions
 - variable flight situations
 - abnormal situations
 - classes of airspace as designated by the Civil Aviation Safety Authority
- Aircraft may include:
- fixed wing
 - helicopter
 - other commercial or military aircraft
- Crew may include:
- single pilot
 - multi crew
- Instruments may be:
- flight instruments suitable for instrument flight
 - head up display suitable for instrument flight
- Limitations may be imposed by:
- local noise abatement requirements and curfews
 - airspace endorsements
- Classes of airspace may be:
- as designated by the regulator
 - restricted and danger areas
 - military control zones
 - Air Defence Identification Zones
- Navigation aids may include:
- ADF (Automatic Direction Finder)
 - VOR (VHF Omni-directional Radio Range)
 - DME (Distance Measuring Equipment)
 - RADAR
 - GPS (Global Positioning System)
 - FMS (Flight Management Systems)
 - Moving Map Displays
 - TACAN
 - INS
- Conditions may include:
- a method of simulating IMC
 - simulated icing conditions

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field**Competency Field**

Y - Aircraft Operation and Traffic Management

AVIY5033A Perform visual circling approach

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to perform a visual circling approach. This includes determining the visual circling minima for the specified instrument approach, flying the circling approach, and conducting a missed approach. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform visual circling approach as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Determine minima applicable for visual circling for specified instrument approach	<p>1.1 Determine the requirement to conduct a circling approach in accordance with AIP</p> <p>1.2 Ceiling and visibility minima are determined for a circling approach appropriate for the instrument approach procedure and category of aircraft being used, in accordance with applicable instrument approach charts</p>
2 Conduct visual circling procedure following instrument approach, using appropriate visual cues	<p>2.1 Circling procedures are planned and briefed in relation to the position of the runway relative to the aircraft as it will appear to the pilot when approaching minima</p> <p>2.2 Circling approach is conducted in accordance with AIP</p> <p>2.3 Aircraft is controlled and maintained within altitude limitations by reference to instruments</p> <p>2.4 Aircraft position is controlled and maintained using visual cues</p> <p>2.5 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain</p>
3 Conduct missed approach from visual circling	<p>3.1 Conditions requiring a missed approach are recognised and missed approach is initiated</p> <p>3.2 Aircraft is manoeuvred to Missed Approach Point (MAPt) and a missed approach procedure is conducted in accordance with the applicable instrument approach chart</p> <p>3.3 Obstacle clearance in IMC/simulated IMC is maintained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Conditions under which a circling approach must be discontinued and a missed approach initiated
- Procedure to conduct a missed approach from any nominated point within a circling area on a specified approach
- State when an aircraft may descend below the MDA (day and night)
- Briefing requirements for circling approach
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations

Required skills:

- Interpret instrument approach charts
- Calculate ceiling and visibility minima for a circling approach
- Determine obstacle clearance requirements in the circling area
- Perform systematic scan techniques
- Determine the circling area applicable to the aircraft performance category being flown
- Communicate effectively with others when performing visual circling approach
- Read and interpret instructions, regulations, procedures and other information relevant to a visual circling approach
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to performing visual circling approach
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing visual circling approach
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing visual circling approach in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing visual circling approach

REQUIRED KNOWLEDGE AND SKILLS

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during visual circling approach
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform visual circling approach

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • DME (Distance Measuring Equipment) • RADAR • GPS (Global Positioning System) • FMS (Flight Management Systems) • Moving Map Displays • TACAN • INS |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system • simulation of emergency and abnormal procedures • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5034A Perform non-directional beacon (NDB) instrument approach

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct an instrument approach using the NDB approach procedure. This includes a descent from a route Minimum Safe Altitude (MSA) or Lowest Safe Altitude (LSALT) in accordance with altitude restrictions on a prescribed track to the Minimum Descent Altitude (MDA) applicable to the aircraft category, and conducting a published missed approach. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to perform non-directional beacon (NDB) instrument approach as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select approach and determine applicable minima	<p>1.1 Current Instrument Approach and Landing (IAL) chart for the NDB approach to be flown is selected</p> <p>1.2 IAL is reviewed and briefed in relation to directing entry to the approach; maintaining LSALT or MSA prior to entry approach; maintaining tracks, distances, timing and descent limitations for the approach</p> <p>1.3 Fuel availability and latest divert time procedures are enacted if required</p>
2 Monitor aid signal integrity	<p>2.1 NDB to be used for the selected approach is tuned and identified</p> <p>2.2 Morse code identification and NDB indications are monitored throughout the approach to ensure signal integrity</p>
3 Conduct initial approach	<p>3.1 Altimeter is set to appropriate QNH</p> <p>3.2 Inbound track at or above route MSA or LSALT is maintained in accordance with AIP, using the NDB</p>
4 Conduct holding pattern	<p>4.1 Holding pattern at or above LSALT or MSA is entered in accordance with the specified sector entry</p> <p>4.2 Holding pattern is performed in accordance with AIP, using the NDB</p>
5 Conduct instrument approach procedure	<p>5.1 Instrument approach is conducted in accordance with tolerances specified in AIP, using the NDB</p> <p>5.2 Landing runway is identified</p> <p>5.3 After establishing visual reference, a visual circling or runway approach is conducted for a landing on the selected runway, in accordance with AIP</p>
6 Conduct missed approach procedure	<p>6.1 Conditions requiring a missed approach are recognised and missed approach is initiated</p> <p>6.2 Aircraft is manoeuvred to Missed Approach Point (MAPt)</p> <p>6.3 Missed approach procedure is conducted in accordance with the IAL chart</p> <p>6.4 Obstacle clearance in IMC/simulated IMC is maintained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- NDB instrument approach procedures and limitations
- Sector entry join procedures for entering the holding pattern of the NDB approach
- Tracking tolerance and altitude limitations for flying the published DME arc of the NDB approach procedure
- Procedure for joining the circuit from a NDB approach procedure
- Minimum obstacle clearance criteria during a NDB approach procedure/missed approach procedure
- Missed approach procedure for an NDB approach
- Radio procedures during a NDB approach
- Loss of radio communication during a NDB approach procedure
- Abnormal operations and/or emergencies procedures during a NDB approach, including navigation aid failure
- Operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Interpret NDB instrument approach procedure chart
- Determine NDB approach procedure applicable minima for aircraft
- Determine conditions permitting descent below minima
- Perform systematic scan techniques
- Communicate effectively with others when performing NDB instrument approach
- Read and interpret instructions, regulations, procedures and other information relevant to NDB

REQUIRED KNOWLEDGE AND SKILLS

instrument approach

- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to NDB instrument approach
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing NDB instrument approach
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing NDB instrument approach in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing NDB instrument approach
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when performing NDB instrument approach
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a NDB instrument approach

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • navigation and approach aids appropriate to rating sought • DME (Distance Measuring Equipment) • FMS (Flight Management Systems) • Moving Map Displays |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/ other NAV system |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- simulation of emergency and abnormal procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5035A Perform VHF omni-directional radio range (VOR) instrument approach

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct an instrument approach using the VOR approach procedure. This includes beginning with a descent from a route Minimum Safe Altitude (MSA) or Lowest Safe Altitude (LSALT) in compliance with any altitude restrictions on a prescribed track to the Minimum Descent Altitude (MDA) applicable to the aircraft category; and conducting a published missed approach. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform VHF omni-directional radio range (VOR) instrument approach as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select approach and determine applicable minima	<p>1.1 Instrument Approach and Landing (IAL) chart for the VHF omni-directional radio range (VOR) approach to be flown is selected</p> <p>1.2 IAL chart is reviewed and briefed in relation to directing entry to the approach; maintaining minimum altitude (LSALT or MSA) prior to approach entry; maintaining tracks, distances, timing and descent limitation for the approach</p> <p>1.3 Fuel availability and latest divert time procedures are enacted if required</p>
2 Monitor aid signal integrity	<p>2.1 VOR to be used for the selected approach is tuned and identified</p> <p>2.2 Warning flags and Course Deviation Indicators (CDI) indications are monitored throughout the approach to ensure signal integrity</p>
3 Conduct initial approach	<p>3.1 Altimeter is set to the appropriate QNH</p> <p>3.2 Inbound track at or above route MSA or LSALT is maintained in accordance with AIP, using the VOR</p>
4 Conduct holding pattern	<p>4.1 Holding pattern at or above LSALT or MSA is entered in accordance with the specified sector entry</p> <p>4.2 Holding pattern is performed in accordance with AIP, using the VOR</p>
5 Conduct instrument approach procedure	<p>5.1 Instrument approach is conducted in accordance with tolerances specified in AIP, using the VOR</p> <p>5.2 Landing runway is identified</p> <p>5.3 After establishing visual reference, a visual circling or runway approach is conducted for a landing on the selected runway, in accordance with AIP</p>
6 Conduct missed approach procedure	<p>6.1 Conditions requiring a missed approach are recognised and missed approach is initiated</p> <p>6.2 Aircraft is manoeuvred to Missed Approach Point (MAPt)</p> <p>6.3 Missed approach procedure is conducted in accordance with the IAL chart</p> <p>6.4 Obstacle clearance in IMC/simulated IMC is maintained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- VOR or VOR/DME instrument approach procedures and limitations
- Sector entry join procedures for entering the holding pattern of the VOR or VOR/DME approach
- Tracking tolerance and altitude limitations for flying the published DME arc of the VOR or VOR/DME approach procedure
- Procedure for joining the circuit from a VOR or VOR/DME approach procedure
- Minimum obstacle clearance criteria during a VOR or VOR/DME approach procedure/missed approach procedure
- Missed approach procedure for an VOR or VOR/DME approach
- Radio procedures during a VOR or VOR/DME approach
- Loss of radio communication during a VOR or VOR/DME approach procedure
- Abnormal operations and/or emergencies procedures during a VOR or VOR/DME approach, including navigation aid failure
- Explain which navigation aid provides track guidance for a LLZ approach
- Explain what the full scale range on the CDI for a LLZ is
- Explain how to configure the CDI to achieve command guidance prior to conducting a back course LLZ
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Interpret VOR or VOR/DME instrument approach procedure chart
- Determine VOR or VOR/DME approach procedure applicable minima for aircraft
- Determine conditions permitting descent below minima
- Perform systematic scan techniques

REQUIRED KNOWLEDGE AND SKILLS

- Configure the CDI to achieve command guidance prior to conducting a back course LLZ
- Communicate effectively with others when performing a VOR or VOR/DME instrument approach
- Read and interpret instructions, regulations, procedures and other information relevant to a VOR or VOR/DME instrument approach
- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to a VOR or VOR/DME instrument approach
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing a VOR or VOR/DME instrument approach
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing a VOR or VOR/DME instrument approach in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing a VOR or VOR/DME instrument approach
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during a VOR or VOR/DME instrument approach
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a VOR or VOR/DME instrument approach

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Conditions may include: | <ul style="list-style-type: none"> • a method of simulating IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • Autopilot/Flight Director • FMS/other NAV system • simulation of emergency and abnormal procedures |
| VOR approach aid combinations may include: | <ul style="list-style-type: none"> • VOR only • VOR/Distance Measuring Equipment (DME) • VOR/Localizer (LLZ) • VOR/DME/LLZ |

RANGE STATEMENT

Navigation aids may include:

- VOR (VHF Omni-directional Radio Range)
- DME (Distance Measuring Equipment)
- LLZ (Localizer)
- FMS (Flight Management Systems)
- Moving Map Displays

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5036A Perform instrument landing system (ILS) instrument approach

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct an instrument approach using the ILS approach procedure. This includes beginning with a descent from a route Minimum Safe Altitude (MSA) or Lowest Safe Altitude (LSALT) in accordance with any altitude restrictions; intercepting track on the Localizer (LLZ) using locating/marker beacons or Distance Measuring Equipment (DME/GPS); fixing a position on the LLZ track; descending by reference to the Glideslope (GS) to the Decision Altitude (DA); landing or conducting a published missed approach. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform instrument landing system (ILS) instrument approach as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and prepare for the approach	<p>1.1 The current Instrument Approach and Landing (IAL) chart for the Instrument Landing System (ILS) approach to be flown is selected</p> <p>1.2 The instrument approach and missed approach procedure is planned</p> <p>1.3 Direct entry to the approach is reviewed, briefed and evaluated</p> <p>1.4 Entry via holding pattern is reviewed, briefed and evaluated</p> <p>1.5 Minimum altitude, LSALT or MSA prior to approach entry is reviewed and briefed in relation to tracks, distances, timing and descent limitations</p> <p>1.6 The applicable approach minima for the aircraft performance category and runway to be used is selected</p> <p>1.7 Pressure error correction to DA is selected</p> <p>1.8 The holding or diversion action if visual reference is not established is reviewed and briefed</p> <p>1.9 Fuel availability and latest divert time is selected if required</p> <p>1.10 Aircraft systems are configured for approach</p> <p>1.11 Altimeter is set to appropriate QNH</p>
2 Monitor aid signal integrity	<p>2.1 The ILS to be used for the selected approach is tuned and identified</p> <p>2.2 The warning flags and Course Deviation Indicators (CDI) for both LLZ and glide slope throughout the approach is monitored to ensure signal integrity</p> <p>2.3 Locator beacons for the approach are tuned and identified</p> <p>2.4 Marker beacon/s are tested and monitored for visual and aural indications during approach</p> <p>2.5 DME is tuned and identified or GPS configured for ILS approach if applicable</p> <p>2.6 DME/GPS is monitored for distance indications during applicable approach</p>
3 Conduct holding pattern	<p>3.1 Holding pattern at or above LSALT or MSA is entered in accordance with the specified sector entry</p> <p>3.2 Holding pattern is performed in accordance with instructions in AIP, using the LLZ and any other navigation aids</p> <p>3.3 Holding fix is identified</p>
4 Conduct approach procedure	<p>4.1 Aircraft is tracked to the initial approach fix using appropriate tracking aids or radar vectors at or above route MSA or LSALT to intercept the LLZ track</p> <p>4.2 ILS approach is conducted from the initial approach fix with</p>

ELEMENT

PERFORMANCE CRITERIA

- tracking by reference to the LLZ and descent by reference to the glidepath
- 4.3 Marker beacons, DME/GPS or approved alternative fix are used to provide distance indications
- 4.4 At least one specified altitude check on glide slope is performed
- 4.5 Continued descent on glide slope to the DA is performed in accordance AIP
- 4.6 Landing runway is identified
- 4.7 Runway or circling approach for a landing is conducted in accordance with AIP after visual reference is established
- 5 Conduct missed approach procedure**
- 5.1 Conditions requiring a missed approach are recognised and missed approach is initiated
- 5.2 Aircraft is manoeuvred to Missed Approach Point (MAPt)
- 5.3 Missed approach procedure is conducted in accordance with the IAL chart
- 5.4 Obstacle clearance in IMC/simulated IMC is maintained

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- ILS instrument approach procedures and limitations, including the minimum system components required to conduct an approach
- Sector entry join procedures for entering the holding pattern of the ILS approach
- Tracking tolerance and altitude limitations for flying the published DME arc of the ILS approach procedure
- Procedure for joining the circuit from an ILS approach
- Missed approach procedures for an ILS approach
- Radio procedures during a ILS approach
- Loss of radio communication during a ILS approach procedure
- Abnormal operations and/or emergencies procedures during a ILS approach, including navigation aid failure
- Principles of operation of a GPS
- Limitations, errors, warnings and messages of a GPS
- Requirements applicable to pilots and equipment for GPS operations
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Interpret ILS instrument approach procedure chart
- Determine ILS approach procedure applicable minima for aircraft
- Determine conditions permitting descent below minima
- Perform systematic scan techniques
- Communicate effectively with others when performing ILS instrument approach
- Read and interpret instructions, regulations, procedures and other information relevant to an ILS instrument approach

REQUIRED KNOWLEDGE AND SKILLS

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to performing ILS instrument approach
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing ILS instrument approach
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing ILS instrument approaches in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing ILS instrument approach
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during an ILS instrument approach
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform an ILS instrument approach

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • IMC • VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the relevant authority • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments suitable for instrument flight • head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| ILS approaches may include: | <ul style="list-style-type: none"> • ILS / DME • ILS / LZZ • ILS / LZZ/DME • ILS/GPS |
| Navigation aids may include: | <ul style="list-style-type: none"> • ADF (Automatic Direction Finder) • VOR (VHF Omni-directional Radio Range) • ILS (Instrument Landing System) • DME (Distance Measuring Equipment) • RADAR • LLZ (Localiser) • GPS (Global Positioning System) |

RANGE STATEMENT

	<ul style="list-style-type: none">• FMS (Flight Management Systems)• Moving Map Displays• TACAN• INS
Conditions may include:	<ul style="list-style-type: none">• a method of simulating IMC• simulated icing conditions• moderate turbulence• simulated hazardous weather• Autopilot/Flight Director• FMS/ other NAV system• simulation of emergency and abnormal procedures
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:

RANGE STATEMENT

specified in either of:

- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5037A Perform distance measuring equipment (DME)_global positioning system (GPS) arrival

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct a DME or GPS Arrival procedure from the Lowest Safe Altitude (LSALT), within a specified sector or on a specified track. This includes descending not below the distance/altitude descent steps specified for the procedure to the Minimum Descent Altitude (MDA) applicable to the aircraft category; conducting a published missed approach if visual reference is not achieved by the Missed Approach Point (MAPt); using Non-directional Beacon (NDB) or VHF Omni-directional Radio Range (VOR) for tracking and DME or GPS to provide distance indications. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant to perform distance measuring equipment (DME)/global positioning system (GPS) Arrival as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select and prepare for approach	<p>1.1 The current Instrument Approach and Landing (IAL) chart for the DME/GPS approach to be flown is selected</p> <p>1.2 The instrument approach and missed approach procedure is planned</p> <p>1.3 MDA is determined</p> <p>1.4 Sector entry to the approach and holding pattern is selected, reviewed and briefed as appropriate</p> <p>1.5 Minimum altitude, LSALT or Minimum Safe Altitude (MSA) prior to approach entry is reviewed and briefed in relation to tracks, distances and descent limitations</p> <p>1.6 The applicable approach minima for the aircraft performance category and runway to be used is selected</p> <p>1.7 The holding or diversion action if visual reference is not established is reviewed and briefed</p> <p>1.8 Fuel availability and latest divert time is selected if required</p> <p>1.9 Altimeter is set to appropriate QNH</p>
2 Use appropriate tracking aid and distance information and monitor aid signal integrity	<p>2.1 DME is tuned and identified</p> <p>2.2 The reference Way-point (WPT) for GPS to be used for tracking inbound is selected</p> <p>2.3 The distance indication is checked</p> <p>2.4 Approach aid is monitored throughout the approach to ensure signal integrity</p> <p>2.5 DME or GPS is used to provide distance indications for descent via the distance/altitude steps of the approach</p> <p>2.6 Availability of receiver autonomous integrity monitoring (RAIM) is ensured before descending below LSALT or MSA</p>
3 Conduct approach procedure	<p>3.1 Initial approach is conducted not below the specified limiting altitude for the distance/altitude descent steps</p> <p>3.2 Arrival procedure is conducted while descending on the specified track or sector in accordance with AIP</p> <p>3.3 Landing runway is identified</p> <p>3.4 Runway or circling approach for a landing is conducted after visual reference is established</p>
4 Conduct missed approach procedure	<p>4.1 Conditions requiring a missed approach are recognised and missed approach is initiated</p> <p>4.2 Aircraft is manoeuvred to Missed Approach Point (MAPt)</p> <p>4.3 Missed approach procedure is conducted in accordance with the IAL chart</p> <p>4.4 Obstacle clearance in IMC/simulated IMC is maintained</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- DME or GPS Arrival procedures and limitations in all classes of airspace
- Pilot's responsibilities when DME or GPS Arrival is conducted outside controlled airspace
- Conditions and limitations for manoeuvring within a DME or GPS Arrival sector
- Procedure for joining the circuit from a DME or GPS Arrival
- DME or GPS Arrival missed approach
- Minimum obstacle clearance criteria during a DME or GPS Arrival missed approach procedure
- Radio procedures during a DME or GPS Arrival
- Loss of radio communication during a DME or GPS Arrival procedure
- Abnormal operations and/or emergencies during a DME or GPS Arrival, including navigation aid failure, loss of GPS RAIM, GPS RAIM warning, and disparity between VOR/NDB track and GPS track indication
- Operation of electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Interpret a DME or GPS Arrival chart
- Determine DME or GPS Arrival applicable minima for aircraft
- Determine conditions permitting descent below minima
- Perform systematic scan techniques
- Communicate effectively with others when performing a DME/GPS Arrival
- Read and interpret instructions, regulations, procedures and other information relevant to a

REQUIRED KNOWLEDGE AND SKILLS

DME/GPS Arrival

- Interpret and follow operational instructions and prioritise workload
- Complete documentation related to a DME/GPS Arrival
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing a DME/GPS Arrival
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing a DME/GPS Arrival in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing a DME/GPS Arrival
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during a DME/GPS Arrival
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a DME/GPS Arrival

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none">• IMC• VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• single engine aircraft• multi engine aircraft• synthetic training device approved by the relevant authority• variable air traffic conditions• variable weather conditions• variable flight situations• abnormal situations• classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none">• fixed wing• helicopter• commercial balloons• other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none">• single pilot• multi crew |
| Instruments may be: | <ul style="list-style-type: none">• fitted flight instruments suitable for instrument flight• head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none">• local noise abatement requirements and curfews• airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none">• as designated by the regulator• restricted and danger areas• military control zones• Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none">• ADF (Automatic Direction Finder)• VOR (VHF Omni-directional Radio Range)• DME (Distance Measuring Equipment)• RADAR• GPS (Global Positioning System)• FMS (Flight Management Systems)• Moving Map Displays |
| Conditions may include: | <ul style="list-style-type: none">• a method of simulating IMC• simulated icing conditions• moderate turbulence |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• simulated hazardous weather• Autopilot/Flight Director• FMS/ other NAV system• simulation of emergency and abnormal procedures• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• Flight Manual/Pilot's Operating Handbook (POH)• Manual of Standards - Pilot Licensing (MOS-PL)• Aeronautical Information Publication (AIP)• En Route Supplement Australia (ERSA)• charts• operations manuals• approved checklists• workplace procedures and instructions and job specification• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• relevant Civil Aviation Safety Regulations and Civil Aviation Orders• in Defence context, relevant Defence Orders and Instructions• relevant state/territory OH&S legislation• relevant state/territory environmental protection legislation• relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none">• relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:• Manual of Standards• relevant Defence documentation such as:• Defence Orders and Instructions• approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	Y - Aircraft Operation and Traffic Management
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AVIY5038A Perform global positioning system (GPS)/non-precision approach (NPA)

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct a GPS/NPA instrument approach from route Lowest Safe Altitude (LSALT). This includes entering the GPS/NPA approach procedure in compliance with any altitude restrictions; tracking via the specified approach Way-point (WPT), descending in accordance with specified altitude limitations to a straight in or circling Minimum Descent Altitude (MDA), and performing a straight-in or circling approach or conducting a published missed approach if visual reference is not established by the Missed Approach Point (MAPt), using the GPS. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA); relevant airspace control requirements and Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required to perform global positioning system (GPS)/non-precision approach (NPA) as part of commercial aircraft activities.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Operations are conducted across a variety of operational contexts within the Australian aviation industry.

Work is performed under limited supervision.

This unit of competency is packaged at AQF V.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select approach and determine applicable minima	<p>1.1 The current Instrument Approach and Landing (IAL) chart for the GPS/NPA approach to be flown is selected</p> <p>1.2 The entry to and conduct of the instrument approach and missed approach procedure is reviewed and briefed</p> <p>1.3 The currency of the GPS receiver database is confirmed</p> <p>1.4 The applicable meteorological minima of the approach for the aircraft performance category is determined</p> <p>1.5 Fuel availability and holding or diversion action if visual reference is not established is reviewed and briefed</p>
2 Select, retrieve and activate approach from database	<p>2.1 GPS approach for the appropriate runway from the GPS receiver navigation database is selected</p> <p>2.2 Initial approach fix to be used to transition of the approach procedure is selected</p> <p>2.3 Aerodrome altimeter subscale setting to obtain elevation or altitude (QNH) in the GPS receiver is entered, and approach is activated</p> <p>2.4 Confidence check of tracks and distances between the approach Way-point (WPT) as calculated by the GPS receiver is performed</p> <p>2.5 Course Deviation Indicators (CDI) are checked and selected to GPS as applicable</p>
3 Monitor GPS signal integrity	<p>3.1 Receiver autonomous integrity monitoring (RAIM) is checked for availability on the approach</p> <p>3.2 RAIM indications are monitored throughout the approach</p>
4 Conduct initial approach	<p>4.1 Altimeter is set to appropriate QNH</p> <p>4.2 Track to the initial approach WPT is maintained at or above route MSA or LSALT</p>
5 Conduct holding pattern	<p>5.1 Automatic sequencing of the GPS is suspended</p> <p>5.2 Published holding pattern is conducted at the appropriate initial approach WPT using the prescribed sector entry procedure</p> <p>5.3 Automatic sequencing is resumed to continue the approach</p>
6 Conduct approach procedure	<p>6.1 GPS/NPA instrument approach is conducted while descending on the specified track to each approach WPT</p> <p>6.2 Approach altitude restrictions are complied with</p> <p>6.3 GPS receiver transitions to approach mode is confirmed no later than the Final Approach Point (FAP), WPT or discontinue approach</p> <p>6.4 Secondary navigation aid is utilised to maintain situational awareness</p>

ELEMENT

PERFORMANCE CRITERIA

7 Conduct missed approach procedure

- 6.5 Descent to not below the MDA while tracking to the missed approach point is conducted within tolerances
- 6.6 Landing runway is identified
- 6.7 Runway or circling approach for a landing is conducted after visual reference is established
- 7.1 Conditions requiring a missed approach are recognised and missed approach is initiated
- 7.2 Published missed approach procedure is executed if visual reference is not established before reaching the MAPt or RAIM
- 7.3 A missed approach is conducted on any other event specified in AIP or GPS operations manual
- 7.4 Aircraft is manoeuvred to Missed Approach Point (MAPt)
- 7.5 Missed approach mode is selected
- 7.6 Missed approach procedure is conducted in accordance with the IAL chart
- 7.7 GPS receiver is configured to conduct another approach or to hold or divert as required
- 7.8 Obstacle clearance in IMC/simulated IMC is maintained

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Explain GPS/NPA instrument approach procedure chart
- GPS system fundamentals and principles of operations
- Requirements applicable to pilots and equipment for GPS operations
- Cause and magnitude of typical GPS errors
- Human factors limitations associated with the use of GPS equipment
- Operating procedures which provide safeguards against GPS navigational errors
- GNSS operating procedures for navigation tasks
- GNSS operational and serviceability checks
- GPS warnings and messages
- Tracking tolerances, automatic Way-point sequencing, CDI sensitivity and RAIM availability parameters for entry, RAIM availability and approach segments
- Mode of operation required during each segment of a GPS/NPA
- Conditions required to transition to and operate in that mode of operation for the GPS/NPA, and the associated CDI sensitivity and RAIM protection provided
- Parameters applicable to RAIM warnings in the en route, terminal and approach modes
- Effects of availability or otherwise of baro-aiding on RAIM availability and prediction
- Effects of satellite unserviceability on the reliability of each type of prediction
- Effect of each type of RAIM prediction on operational requirements
- Prediction limitations that apply to availability of approach RAIM at the destination or alternate aerodrome
- Operational requirements which apply to planning a flight on the basis of conducting a RNAV (GNSS) procedure at the destination
- Factors that adversely affect the conduct of a GPS/NPA, and suitable pilot procedures to minimise such effects
- Operating procedures for GNSS equipment which reduce or eliminate errors
- Operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities
- Procedures for adjusting controls to optimise the operation of the equipment
- Procedures to be followed in the event of an emergency
- Relevant sections of national and state or territory regulatory requirements and codes of practice

REQUIRED KNOWLEDGE AND SKILLS

- Relevant OH&S and environmental procedures and regulations
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:

- Interpret GPS/NPA instrument approach procedure chart
- Determine GPS/NPA approach procedure applicable minima for aircraft
- Determine conditions permitting descent below minima
- Perform systematic scan techniques
- Apply GNSS operating procedures to typical navigation tasks
- Predict RAIM availability at destination and ETA using aircraft GNSS receiver and, if available, an external RAIM prediction service
- Predict availability of approach RAIM at the destination or alternate aerodrome
- Communicate effectively with others when performing a GPS/NPA
- Read and interpret instructions, regulations, procedures and other information relevant to a GPS/NPA
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a GPS/NPA
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when performing a GPS/NPA
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when performing a GPS/NPA in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when performing a GPS/NPA
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during a GPS/NPA
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective clothing and equipment conforming to industry and

REQUIRED KNOWLEDGE AND SKILLS

OH&S standards

- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to perform a GPS/NPA

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|---|
| Tasks may be undertaken in: | <ul style="list-style-type: none">• IMC• VMC with simulated IMC conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none">• single engine aircraft• multi engine aircraft• synthetic training device approved by the relevant authority• variable air traffic conditions• variable weather conditions• variable flight situations• abnormal situations• classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none">• fixed wing• helicopter• commercial balloons• other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none">• single pilot• multi crew |
| Instruments may be: | <ul style="list-style-type: none">• fitted flight instruments suitable for instrument flight• head up display suitable for instrument flight |
| Limitations may be imposed by: | <ul style="list-style-type: none">• local noise abatement requirements and curfews• airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none">• as designated by the regulator• restricted and danger areas• military control zones• Air Defence Identification Zones |
| Navigation aids may include: | <ul style="list-style-type: none">• ADF (Automatic Direction Finder)• VOR (VHF Omni-directional Radio Range)• DME (Distance Measuring Equipment)• RADAR• GPS (Global Positioning System)• FMS (Flight Management Systems)• Moving Map Displays• TACAN• INS |

RANGE STATEMENT

Conditions may include:

- a method of simulating IMC
- simulated icing conditions
- moderate turbulence
- simulated hazardous weather
- Autopilot/Flight Director
- FMS/ other NAV system
- simulation of emergency and abnormal procedures

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- Flight Manual/Pilot's Operating Handbook (POH)
- Manual of Standards - Pilot Licensing (MOS-PL)
- Aeronautical Information Publication (AIP)
- En Route Supplement Australia (ERSA)
- charts
- operations manuals
- approved checklists
- workplace procedures and instructions and job specification
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant Civil Aviation Safety Regulations and Civil Aviation Orders
- in Defence context, relevant Defence Orders and Instructions
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Performance includes tolerances specified in either of:

- relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as:
- Manual of Standards
- relevant Defence documentation such as:
- Defence Orders and Instructions
- approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIY5048A Provide approach control services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit provides the knowledge and an inventory of skills to provide air traffic control in airspaces within terminal areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit is applied to specific terminal airspaces that offer varying levels of air traffic services according to the ICAO and national classifications of airspaces. The defining features of approach control are the safe release of aircraft on departure and the safe termination of flight for landing.

Persons exercising competence in this unit will need to fulfil the licensing and regulatory requirements of the Civil Aviation Safety Authority pertaining to air traffic controllers.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and might be in a team environment.

Work involves applying separation standards. It assesses the controller's ability to apply the full range of separation standards or provide traffic advice in situations involving medium to high levels of traffic volume and complexity and in adverse weather conditions.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage terminal airspaces	<p>1.1 Traffic priorities are applied according to standard operating procedure</p> <p>1.2 Service priorities are applied according to which is most safety critical</p> <p>1.3 Control practices and procedures are adjusted with changing airspace environment factors</p> <p>1.4 Surveillance of airspaces and air routes is maintained using systematic scan technique at a rate determined by environment factors</p> <p>1.5 Standard routing is facilitated when able</p> <p>1.6 Documented instructions and agreements applicable to the area of jurisdiction are observed</p> <p>1.7 Unauthorised use of airspaces and operational deviation from control instruction and procedure are recognised and rectified</p> <p>1.8 Terrain and obstacle clearance is provided</p> <p>1.9 User-preferred altitudes or flight levels are facilitated when able</p> <p>1.10 Aircraft are authorised to use terminal airspaces</p> <p>1.11 Control services are provided according to airspace classification and status</p> <p>1.12 Airspaces are administered according to user activity</p> <p>1.13 Flight diversions are facilitated where necessary</p> <p>1.14 Runway mode agreed is suitable and efficient for traffic flow</p> <p>1.15 Aircraft release for departure is authorised in accordance with runway mode and airspace configuration</p> <p>1.16 Aircraft approach to land is authorised in accordance with runway mode and airspace configuration</p>
2 Assure separation	<p>2.1 Aircraft conflicts are recognised and resolved</p> <p>2.2 Aircraft separation is provided</p> <p>2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned</p> <p>2.4 Alternative aircraft separation is provided when required</p> <p>2.5 Aircraft separation is adjusted if required when systems are degraded or airways facilities are reduced</p> <p>2.6 Aircraft separation is most appropriate taking into account safety, expedition and the method of control and surveillance</p> <p>2.7 Compromised separation is recognised and recovered and administrative actions are taken in accordance with workplace procedure</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- International and national air law including facilitation of international flight
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- National operating standards, recommendations and system safety relevant to air traffic management
- National airspace system and standard route structure
- Rules of the air governing visual and instrument flight
- Principles of flight; operation and functioning of aircraft power-plants; systems and aircraft performance relevant to approach control services
- Meteorological documentation, terms and definitions, information and the origin and characteristics of weather phenomena affecting flight operations including local phenomena
- Principles and procedures of altimetry
- Principles, limitations and accuracy of air navigation; navigation systems and visual aids, including terms and definitions; and required navigation performance relevant to approach control services
- Basic time, distance and speed navigation solutions; track error, closing angles, drift and track made good
- Traffic Collision and Avoidance Systems
- Aeronautical documentation and safety practices associated with the planning and conduct of flight
- Provision of air traffic services (air traffic control, flight information service and search and rescue alerting), aeronautical information services, air traffic flow management and airspace management including terms and definitions
- Air traffic services and air traffic flow management communication phraseologies and procedures
- Security against acts of unlawful interference
- Air traffic management corporate aspiration, mission, service and culture
- Aircraft type recognition and associated wake turbulence and performance categories
- Air traffic priorities
- Airspace service priorities and the safety imperative
- Aeronautical charts and maps used in aviation
- Organisational and licensing administration
- Safety occurrence reporting and just culture in the air traffic management workplace

REQUIRED KNOWLEDGE AND SKILLS

- Jurisdiction and adjacent airspace characteristics
- Standard route structures and associated procedures, reporting, lowest safe heights, cruising levels and transfer of control points
- Flexible tracking and user-preferred routing
- Terrain and prominent landmarks affecting flight operations within terminal airspace
- Characteristics of terminal airspace air traffic patterns and traffic flows including hotspots, congestion and location of aerodromes and runways within and adjacent to jurisdiction airspace
- Goals and characteristics of military flight operations
- Prioritisation of approach control tasks to achieve the safety critical imperative
- Recovering from compromised aircraft separation and unauthorised use of airspaces
- Division of responsibilities for air traffic services and air traffic flow management between terminal airspaces and other interfacing elements
- Aircraft conflict recognition and resolution in terminal airspaces
- Provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- Approach control separation standards and techniques and wake turbulence separation
- Procedures for recording and/or annotating operational information
- Coordination of air traffic services and air traffic flow management information
- Departure and approach to land procedures and transition from instrument flight to visual flight and terrain protection
- Conditional air traffic clearance
- Adjusting route, track, heading and speed of aircraft
- Handover-takeover procedures and practices
- Human-machine Interface (HMI) states and associated interactions
- Formation flight configurations, separation and procedures and practices

Required skills:

- Communicate effectively with others when providing approach control services
- Actively listen when providing approach control services
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Read and interpret instructions, regulations, procedures and other information relevant to approach control services
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to approach control services

REQUIRED KNOWLEDGE AND SKILLS

- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing approach control services
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing approach control services in accordance with regulatory requirements and workplace procedures
- Make decisions when providing approach control services
- Implement decisions using knowledge-based, rule-based and skill-based activities
- Demonstrate an attitude to error management that limits unintentional deviation from work practices and maintains accuracy through application of disciplined procedures and practices and a methodical work ethic
- Conduct aeronautical decision making
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Implement contingency plans for unexpected events that may arise when providing approach control services
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing approach control services
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Anticipate and prepare for work tasks
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Modify activities dependent on differing workplace contingencies, situations and environments
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to provide approach control services

REQUIRED KNOWLEDGE AND SKILLS

- Separate aircraft using approach control techniques and standards
- Separate aircraft using wake turbulence standards
- Formulate and authorise the release of aircraft for departure
- Formulate and authorise the approach to land for aircraft
- Agree the runway mode with aerodrome control
- Operate sectorised terminal airspaces with discrete functions
- Facilitate unusual flight operations
- Assign separation to the pilot
- Process military aircraft
- Interpret charts, maps and operational documentation associated with planning and conduct of flight
- Facilitate in-flight diversions and/or changes of altitude and flight level
- Maintain surveillance of terminal airspaces
- Scan the Human-machine Interface (HMI)
- Formulate airways clearance and control instruction
- Adjust route and track of aircraft
- Vary heading of aircraft
- Vary speed of aircraft
- Record and annotate flight information and messages
- Interpret display information and symbology
- Coordinate flight information
- Use checklists
- Perform handover-takeover
- Plan and prioritise tasks according to the safety imperative
- Interpret and evaluate current traffic events
- Project and predict future traffic scenarios
- Execute control actions
- Apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| Conflict of air traffic: | <ul style="list-style-type: none"> • is a situation in which, in the opinion of air traffic services personnel, the distance between aircraft as well as their relative positions and speed might compromise the safety of the aircraft operations • can occur between: aircraft, aircraft and obstructions, aircraft and vehicles/pedestrians, and aircraft and airspace boundaries |
| Recognising air traffic conflict might include: | <ul style="list-style-type: none"> • maintaining situational awareness • scanning techniques • system tools for recognising conflicts • Graphic Display Tools • Flight Progress Strip (FPS) placement and manipulation and Flight Data Records (FDR) |
| System tools for recognising comprised separation may include: | <ul style="list-style-type: none"> • Short Term Conflict Alert (STCA) • Danger Area Infringement Warning (DAIW) • Minimum Safe Altitude Warning (MSAW) • Route Adherence Monitoring (RAM) • Cleared Level Adherence Monitoring (CLAM) • ADS Route Conformance Warning (ARCW) • Bearing and Range Line |
| Separation standards include: | <ul style="list-style-type: none"> • vertical separation standards (including with terrain) • reduced vertical separation standards (RVSM) • longitudinal separation standards • lateral separation standards • radar separation standards • ADS and ADS (B) standards • wake turbulence separation standards • visual separation standards • sight and follow standard • runway separation standards • emergency separation standards (vertical) |
| Alternative methods of resolving | <ul style="list-style-type: none"> • pilot responsibility for separation |

RANGE STATEMENT

conflicts might include:

- adjusting route, track, heading or speed of aircraft
- delaying clearances, including clearance to enter particular classifications of airspace
- conditional clearances, requirements and limits
- use of recommended headings under RADAR outside controlled airspace
- refusing requests from pilots and/or other controllers
- passing traffic information

Compromised separation might include:

- situations where less than the applicable separation minima occurs between: aircraft; an aircraft and a hazard; or an aircraft and airspace boundaries
- situations where separation assurance is not achieved (Loss of Separation Assurance - LOSA)
- situations where one aircraft is subject to an emergency, i.e. emergency descent or forced landing

Administrative actions might include:

- incident reporting procedures
- 'stand-down' procedures

Tactical separation assurance is defined as that which is achieved through:

- proactive application of separation standards to avoid rather than resolve conflicts
- planning traffic to guarantee rather than achieve separation
- executing the plan so as to guarantee separation
- monitoring the situation to ensure that plan and execution are effective

Strategic separation assurance is defined as that which:

- places emphasis on the designing of airspace, air routes, air traffic management plans and air traffic control practices to reduce the likelihood aircraft will come into conflict

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- regulatory standards and recommended practices

Information/documents may include:

- Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS)
- Local Instructions (LI) and Temporary Local Instructions (TLI)
- training curricula and syllabi
- equipment manufacturers specifications and instructions
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace procedures, instructions
- Training Standards Manual (TSM)
- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- occupational specification for air traffic controllers
- industrial certified agreements and awards
- training and assessment records
- documented learning and assessment strategies
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Cth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Cth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5049A Provide area control services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit provides the knowledge and an inventory of skills and behaviours specific to providing air traffic services in airspaces within en route areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit is applied to specific airspaces that offer varying levels of air traffic services according to the ICAO and national classifications of airspaces.

Persons exercising competence in this unit will need to fulfil the licensing and regulatory requirements of the Civil Aviation Safety Authority pertaining to air traffic controllers.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and might be in a team environment.

Work involves applying separation standards. It assesses the controller's ability to apply the full range of separation standards or provide traffic advice in situations involving medium to high levels of traffic volume and complexity and in adverse weather conditions.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage en route airspaces	<p>1.1 Traffic priorities are applied according to standard operating procedure</p> <p>1.2 Service priorities are applied according to which is most safety critical</p> <p>1.3 Control practices and techniques are adapted to changing airspace environment factors</p> <p>1.4 Surveillance of airspaces and air routes is maintained using systematic scan technique at a rate determined by environment factors</p> <p>1.5 Standard routing and/or user preferred routing is facilitated when able</p> <p>1.6 Documented instructions and agreements applicable to the area of jurisdiction are observed</p> <p>1.7 Unauthorised use of airspaces and operational deviation from control instruction and procedure are recognised and rectified</p> <p>1.8 Terrain and obstacle clearance is provided where necessary</p> <p>1.9 Pilot requested altitudes or flight levels are facilitated when able</p> <p>1.10 Aircraft are authorised to use en route airspaces</p> <p>1.11 Control services are provided according to airspace classification and status</p> <p>1.12 Airspaces are administered according to user activity</p> <p>1.13 Flight diversions are facilitated where necessary</p>
2 Assure separation	<p>2.1 Aircraft conflicts are recognised and resolved</p> <p>2.2 Aircraft separation is provided</p> <p>2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned</p> <p>2.4 Alternative aircraft separation is provided when required</p> <p>2.5 Aircraft separation is adjusted if required when systems are degraded or airways facilities are reduced</p> <p>2.6 Aircraft separation is most appropriate taking into account safety, expedition and the method of control and surveillance</p> <p>2.7 Compromised aircraft separation is recognised and recovered and administrative actions are taken in accordance with workplace procedure</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- International and national air law including facilitation of international flight
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- National operating standards, recommendations and system safety relevant to air traffic management
- National airspace system and standard route structure
- Rules of the air governing visual and instrument flight
- Principles of flight, operation and functioning of aircraft power-plants; systems and aircraft performance relevant to area control services
- Meteorological documentation, terms and definitions, information and the origin and characteristics of weather phenomena affecting flight operations including local phenomena
- Principles and procedures of altimetry
- Principles, limitations and accuracy of air navigation; navigation systems and visual aids, including terms; and definitions and required navigation performance relevant to area control services
- Basic time, distance and speed navigation solutions; track error, closing angles, drift and track made good
- Traffic Collision and Avoidance Systems
- Aeronautical documentation and safety practices associated with the planning and conduct of flight
- Provision of air traffic services (air traffic control, flight information service and search and rescue alerting), aeronautical information services, air traffic flow management and airspace management including terms and definitions
- Air traffic services and air traffic flow management communication phraseologies and procedures
- Security against acts of unlawful interference
- Air traffic management corporate aspiration, mission, service and culture
- Aircraft type recognition and associated wake turbulence and performance categories
- Air traffic priorities
- Airspace service priorities and the safety imperative
- Aeronautical charts and maps used in aviation
- Organisational and licensing administration
- Safety occurrence reporting and just culture in the air traffic management workplace

REQUIRED KNOWLEDGE AND SKILLS

- Jurisdiction and adjacent airspace characteristics
- Standard route structures and associated procedures, reporting, lowest safe heights, cruising levels and transfer of control points
- Flexible tracking and user-preferred routing
- Terrain and prominent landmarks affecting flight operations within en route airspace
- Characteristics of en route sector air traffic patterns and traffic flows including hotspots, congestion and location of aerodromes and runways within and adjacent to jurisdiction airspace
- Goals and characteristics of military flight operations
- Prioritisation of area control tasks to achieve the safety critical imperative
- Recovering from compromised aircraft separation and unauthorised use of airspaces
- Division of responsibilities for air traffic services and air traffic flow management between en route airspaces and other interfacing elements
- Aircraft conflict recognition and resolution in en route airspaces
- Provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- Area control separation standards and techniques and wake turbulence separation
- Procedures for recording and/or annotating operational information
- Coordination of air traffic services and air traffic flow management information
- Departure and approach to land procedures and transition from instrument flight to visual flight and terrain protection
- Conditional air traffic clearance
- Adjusting route, track, heading and speed of aircraft
- Handover-takeover procedures and practices
- Human-machine Interface (HMI) states and associated interactions
- Formation flight configurations, separation and procedures and practices

Required skills:

- Communicate effectively with others when providing area control services
- Actively listen when providing area control services
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Read and interpret instructions, regulations, procedures and other information relevant to area control services
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to area control services

REQUIRED KNOWLEDGE AND SKILLS

- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when providing area control services
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing area control services in accordance with regulatory requirements and workplace procedures
- Make decisions when providing area control services
- Implement decisions using knowledge-based, rule-based and skill-based activities
- Demonstrate an attitude to error management that limits unintentional deviation from work practices and maintains accuracy through application of disciplined procedures and practices and a methodical work ethic
- Conduct aeronautical decision making
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Implement contingency plans for unexpected events that may arise when providing area control services
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing area control services
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Anticipate and prepare for work tasks
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Modify activities dependent on differing workplace contingencies, situations and environments
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to provide area control services
- Separate aircraft using area control techniques and standards
- Separate aircraft using wake turbulence standards

REQUIRED KNOWLEDGE AND SKILLS

- Assign separation to the pilot
- Process military aircraft
- Interpret charts, maps and operational documentation associated with planning and conduct of flight
- Facilitate in-flight diversions and/or changes of altitude and flight level
- Maintain surveillance of en route airspaces
- Scan the Human-machine Interface (HMI)
- Formulate airways clearance and control instruction
- Adjust route and track of aircraft
- Vary heading of aircraft
- Vary speed of aircraft
- Record and annotate flight information and messages
- Use checklists
- Maintain surveillance in degraded mode
- Plan and prioritise tasks according to the safety imperative
- Interpret and evaluate current traffic events
- Project and predict future traffic scenarios
- Execute control actions
- Apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| Conflict of air traffic: | <ul style="list-style-type: none"> • is a situation in which, in the opinion of air traffic services personnel, the distance between aircraft as well as their relative positions and speed might compromise the safety of the aircraft operations • can occur between: aircraft, aircraft and obstructions, aircraft and vehicles/pedestrians, and aircraft and airspace boundaries |
| Recognising air traffic conflict might include: | <ul style="list-style-type: none"> • maintaining situational awareness • scanning techniques • system tools for recognising conflicts • Graphic Display Tools • Flight Progress Strip (FPS) placement and manipulation and Flight Data Records (FDR) |
| System tools for recognising comprised separation may include: | <ul style="list-style-type: none"> • Short Term Conflict Alert (STCA) • Danger Area Infringement Warning (DAIW) • Minimum Safe Altitude Warning (MSAW) • Route Adherence Monitoring (RAM) • Cleared Level Adherence Monitoring (CLAM) • ADS Route Conformance Warning (ARCW) • Bearing and Range Line |
| Separation standards include: | <ul style="list-style-type: none"> • vertical separation standards (including with terrain) • reduced vertical separation standards (RVSM) • longitudinal separation standards • lateral separation standards • radar separation standards • ADS and ADS (B) standards • wake turbulence separation standards • visual separation standards • sight and follow standard • runway separation standards • emergency separation standards (vertical) |
| Alternative methods of resolving | <ul style="list-style-type: none"> • pilot responsibility for separation |

RANGE STATEMENT

conflicts might include:

- adjusting route, track, heading or speed of aircraft
- delaying clearances, including clearance to enter particular classifications of airspace
- conditional clearances, requirements and limits
- use of recommended headings under RADAR outside controlled airspace
- refusing requests from pilots and/or other controllers
- passing traffic information

Compromised separation might include:

- situations where less than the applicable separation minima occurs between: aircraft; an aircraft and a hazard; or an aircraft and airspace boundaries
- situations where separation assurance is not achieved (Loss of Separation Assurance - LOSA)
- situations where one aircraft is subject to an emergency, i.e. emergency descent or forced landing

Administrative actions might include:

- incident reporting procedures
- 'stand-down' procedures

Tactical separation assurance is defined as that which is achieved through:

- proactive application of separation standards to avoid rather than resolve conflicts
- planning traffic to guarantee rather than achieve separation
- executing the plan so as to guarantee separation
- monitoring the situation to ensure that plan and execution are effective

Strategic separation assurance is defined as that which:

- places emphasis on the designing of airspace, air routes, air traffic management plans and air traffic control practices to reduce the likelihood aircraft will come into conflict

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- regulatory standards and recommended practices

Information/documents may include:

- Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS)
- Local Instructions (LI) and Temporary Local Instructions (TLI)
- training curricula and syllabi
- equipment manufacturers specifications and instructions
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace procedures, instructions
- Training Standards Manual (TSM)
- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- occupational specification for air traffic controllers
- industrial certified agreements and awards
- training and assessment records
- documented learning and assessment strategies
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5050A Provide aerodrome control services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit provides the knowledge and an inventory of skills required to provide air traffic control in aerodrome traffic zones and aerodrome manoeuvring areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

This unit is applied to provide aerodrome control services in control towers equipped with RADAR, those using general aviation aerodrome procedures and control towers in regional locations using procedural control practices.

Persons exercising competence in this unit will need to fulfil the licensing and regulatory requirements of the Civil Aviation Safety Authority pertaining to air traffic controllers.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and might be in a team environment.

Work involves applying separation standards. It assesses the controller's ability to apply the full range of separation standards or provide traffic advice in situations involving medium to high levels of traffic volume and complexity and in adverse weather conditions.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage aerodrome traffic zone and aerodrome manoeuvring area	<p>1.1 Traffic priorities are applied according to standard operating procedure</p> <p>1.2 Service priorities are applied according to that which is most safety critical</p> <p>1.3 Control practices and procedures are adjusted with changing aerodrome traffic zone and aerodrome environment factors</p> <p>1.4 Surveillance of aerodrome traffic zone and aerodrome is maintained using systematic scan technique at a rate determined by environment factors</p> <p>1.5 General and sector weather observations are conducted</p> <p>1.6 Documented instructions and agreements applicable to area of jurisdiction are applied</p> <p>1.7 Unauthorised use of aerodrome traffic zone and aerodrome and operational deviation from control instruction and procedure are recognised and rectified</p> <p>1.8 Taxiways are used to facilitate maximum use of runways</p> <p>1.9 Runway mode selected is suitable and efficient for traffic flow</p> <p>1.10 Runways are operated dependently</p> <p>1.11 Runways are operated independently</p> <p>1.12 Control services are provided according to airspace classification and status</p> <p>1.13 Airspaces are administered according to user activity</p> <p>1.14 Aircraft are authorised to use aerodrome traffic zone and aerodrome</p> <p>1.15 Vehicles and pedestrians are authorised to use aerodrome manoeuvring areas</p>
2 Assure separation	<p>2.1 Aircraft conflicts are recognised and resolved</p> <p>2.2 Aircraft separation is provided</p> <p>2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned</p> <p>2.4 Alternative aircraft separation is provided when required</p> <p>2.5 Aircraft separation is adjusted if required when systems are degraded or airways facilities are reduced</p> <p>2.6 Aircraft separation is most appropriate taking into account safety, expedition and the method of control and surveillance</p> <p>2.7 Compromised aircraft separation is recognised and recovered and administrative actions are taken in accordance with workplace procedure</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- International and national air law including facilitation of international flight
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- National operating standards, recommendations and system safety relevant to air traffic management
- National airspace system and standard route structure
- Rules of the air governing visual and instrument flight
- Principles of flight, operation and functioning of aircraft power-plants; systems and aircraft performance relevant to aerodrome control services
- Meteorological documentation, terms and definitions, information and the origin and characteristics of weather phenomena affecting flight operations including local phenomena
- Principles and procedures of altimetry
- Principles, limitations and accuracy of air navigation; navigation systems and visual aids, including terms and definitions; required navigation performance relevant to aerodrome control services
- Basic time, distance and speed navigation solutions; track error, closing angles, drift and track made good
- Traffic Collision and Avoidance Systems
- Aeronautical documentation and safety practices associated with the planning and conduct of flight
- Provision of air traffic services (air traffic control, flight information service and search and rescue alerting), aeronautical information services, air traffic flow management and airspace management including terms and definitions
- Air traffic services and air traffic flow management communication phraseologies and procedures
- Security against acts of unlawful interference
- Air traffic management corporate aspiration, mission, service and culture
- Aircraft type recognition and associated wake turbulence and performance categories
- Air traffic priorities
- Airspace service priorities and the safety imperative
- Aeronautical charts and maps used in aviation
- Organisational and licensing administration
- Safety occurrence reporting and just culture in the air traffic management workplace

REQUIRED KNOWLEDGE AND SKILLS

- Jurisdiction and adjacent airspace characteristics
- Standard route structures and associated procedures, reporting, lowest safe heights, cruising levels and transfer of control points
- Flexible tracking and user-preferred routing
- Terrain and prominent landmarks affecting flight operations within aerodrome traffic zone and terminal airspace
- Characteristics of aerodrome traffic zone patterns and traffic flows including critical positions
- Goals and characteristics of military flight operations
- Prioritisation of aerodrome control tasks to achieve the safety critical imperative
- Recovering from compromised aircraft separation and unauthorised use of airspaces
- Division of responsibilities for air traffic services and air traffic flow management between en route airspaces and other interfacing elements
- Aircraft conflict recognition and resolution in the aerodrome traffic zone
- Provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- Aerodrome control separation standards and techniques and wake turbulence separation
- Procedures for recording and/or annotating operational information
- Coordination of air traffic services and air traffic flow management information
- Departure and approach to land procedures and transition from instrument flight to visual flight and terrain protection
- Conditional air traffic clearance
- Adjusting route, track, heading and speed of aircraft
- Handover-takeover procedures and practices
- Human-machine Interface (HMI) states and associated interactions
- Physical characteristics of aerodrome and runways
- Obstructions
- Aerodrome and runway markings
- Aerodrome lighting
- Formation flight configurations, separation and procedures and practices

Required skills:

- Communicate effectively with others when providing aerodrome control service
- Actively listen when providing aerodrome control service
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system and environment components of a complex system
- Comprehend incoming information and develop the current airspace and flight path model
- Read and interpret instructions, regulations, procedures and other information relevant to

REQUIRED KNOWLEDGE AND SKILLS

aerodrome control service

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to aerodrome control service
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when providing aerodrome control service
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing aerodrome control service in accordance with regulatory requirements and workplace procedures
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Make decisions related to the provision of aerodrome control service
- Implement decisions using knowledge-based, rule-based and skill-based activities
- Demonstrate an attitude to error management that limits unintentional deviation from work practices and maintains accuracy through application of disciplined procedures and practices and a methodical work ethic
- Conduct aeronautical decision making
- Implement contingency plans for unexpected events that may arise when providing aerodrome control service
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing aerodrome control service
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Anticipate and prepare for work tasks
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Modify activities dependent on differing workplace contingencies, situations and environments
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Work systematically with required attention to detail without injury to self or others, or damage to aircraft or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures

REQUIRED KNOWLEDGE AND SKILLS

- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to provide aerodrome control service
- Separate aircraft using aerodrome control techniques and standards
- Separate aircraft using wake turbulence standards
- Determine runway mode
- Operate runways dependently
- Operate runways independently
- Operate taxiways
- Assign separation to the pilot
- Conduct runway visual range observation
- Conduct general and sector meteorological observation
- Process military aircraft
- Facilitate unusual flight operations
- Interpret charts, maps and operational documentation associated with planning and conduct of flight
- Maintain surveillance of aerodrome traffic zone and aerodrome
- Scan the Human-machine Interface (HMI)
- Formulate airways clearance and control instruction
- Adjust route and track of aircraft
- Vary heading of aircraft
- Vary speed of aircraft
- Record and annotate flight information and messages
- Use checklists
- Plan and prioritise tasks according to safety imperatives
- Interpret and evaluate current traffic events
- Project and predict future traffic scenarios
- Execute control actions
- Apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| Conflict of air traffic is: | <ul style="list-style-type: none"> • a situation in which, in the opinion of air traffic services personnel, the distance between aircraft as well as their relative positions and speed might compromise the safety of the aircraft operations |
| Conflict can occur between: | <ul style="list-style-type: none"> • aircraft • aircraft and obstructions • aircraft and vehicles/pedestrians • aircraft and airspace boundaries |
| Resolution of air traffic conflicts requires: | <ul style="list-style-type: none"> • the determination of alternative flight paths which would be free from conflicts and the selection of one of these flight paths for use |
| Recognising air traffic conflict might include: | <ul style="list-style-type: none"> • maintaining situational awareness • scanning techniques • system tools for recognising conflicts • Graphic Display Tools • Flight Progress Strip (FPS) placement and manipulation and Flight Data Records (FDR) |
| System tools for recognising comprised separation may include: | <ul style="list-style-type: none"> • Flight Progress Strips • visual identification • displays • pilot reports |
| Separation standards include: | <ul style="list-style-type: none"> • vertical separation standards (including with terrain) • reduced vertical separation standards (RVSM) • longitudinal separation standards • lateral separation standards • radar separation standards • ADS and ADS (B) standards • wake turbulence separation standards • visual separation standards • sight and follow standard • runway separation standards • emergency separation standards (vertical) |

RANGE STATEMENT

Alternative methods of resolving conflicts might include:

- pilot responsibility for separation
- delaying aircraft
- delaying clearances, including clearance to enter particular classifications of airspace
- use of vectoring under RADAR control
- refusing requests from pilots and/or other controllers
- passing traffic information

Compromised separation might include:

- situations where less than the applicable separation minima occurs between: aircraft; an aircraft and a hazard; or an aircraft and airspace boundaries
- situations where separation assurance is not achieved
- situations where one aircraft is subject to an emergency, i.e. emergency descent or forced landing

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures
- regulatory standards and recommended practices
- incident reporting procedures
- 'stand-down' procedures

Administrative actions might include:

Tactical separation assurance is defined as that which is achieved through:

- proactive application of separation standards to avoid rather than resolve conflicts
- planning traffic to guarantee rather than achieve separation
- executing the plan so as to guarantee separation
- monitoring the situation to ensure that plan and execution are effective

Strategic separation assurance is defined as that which:

- places emphasis on the designing of airspace, air routes, air traffic management plans and air traffic control practices to reduce the likelihood aircraft will come into conflict

Information/documents may include:

- Civil Aviation Safety Authority (CASA) regulations and Manuals of Standards (MOS)
- Local Instructions (LI) and Temporary Local Instructions (TLI)
- training curricula and syllabi
- equipment manufacturers specifications and instructions
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)
- workplace procedures, instructions
- Training Standards Manual (TSM)

RANGE STATEMENT

Applicable regulations and legislation may include:

- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- occupational specification for air traffic controllers
- industrial certified agreements and awards
- training and assessment records
- documented learning and assessment strategies
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Cth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Cth) 1988 and the Civil Aviation Amendment Act 1995

Unit Sector(s)

Not applicable.

Competency field

Competency Field

Y - Aircraft Operation and Traffic Management

AVIY5065A Operate a multi-engine helicopter

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to carry out take-off and departure procedures as a pilot in command of a multi-engine helicopter during visual, instrument and night conditions in normal, abnormal and emergency situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR), Night VFR, Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures required when operating a multi-engine helicopter.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work is performed under limited supervision.

This unit of competency is nominally packaged at Diploma.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate a multi-engine helicopter in all phases of flight	<p>1.1 Normal multi-engine helicopter operations on ground and in flight are conducted in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook</p> <p>1.2 Single engine operations contingencies for all phases of flight are anticipated and planned for</p> <p>1.3 Single engine operations contingency plan is briefed to crew members as required</p>
2 Manage engine failure/malfunction	<p>2.1 Helicopter control is maintained and/or regained (in simulated conditions)</p> <p>2.2 Failed/malfunctioning engine is identified and confirmed</p> <p>2.3 Power set on serviceable engine/s and helicopter configuration is adjusted to achieve desired aircraft performance</p> <p>2.4 Failed/malfunctioning engine is managed in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook</p> <p>2.5 Decision to continue or abort approach/landing is made</p> <p>2.6 Decision height for landing is nominated</p> <p>2.7 Indicated airspeed is maintained at or above minimum level flight speed for one inoperative engine</p> <p>2.8 Air Traffic Control (ATC) or another agency capable of assistance is advised of situation and intentions</p> <p>2.9 Flight profile is flown from which a controlled landing could be achieved</p> <p>2.10 Recovery to a suitable landing site is evaluated and conducted in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook</p>
3 Perform rejected take-off with engine failure	<p>3.1 Requirement for a rejected take-off is recognised (in simulated conditions)</p> <p>3.2 Rejected take-off procedures are implemented in accordance with Flight Manual/Pilot's Operating Handbook</p> <p>3.3 Contingency power on remaining engine(s) is applied if applicable</p> <p>3.4 Controlled landing in the rejected take-off distance available is performed</p>
4 Conduct go-around or missed approach with engine failure	<p>4.1 Requirement for a go-around or missed approach is identified and confirmed (in simulated conditions)</p> <p>4.2 Control of the helicopter is maintained</p> <p>4.3 Engine inoperative go-around is performed from decision height in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- Relevant OH&S and environmental procedures and regulations
- In Defence context, relevant Defence Orders and Instructions
- Aircraft performance limitations
- Markings on the performance instruments that apply to failed engine operations
- Normal and crosswind take-off/landing procedures
- Climb, cruise, descent procedures including airspeeds, configurations, method of drift allowance, setting of flight instruments and non-normal/emergency procedures
- Technique and procedures used during engine failure on take-off, the appropriate reference airspeeds, and the specific pilot actions required
- Technique and procedures for carrying out a rejected take-off after a engine/system(s) failure/warnings, including related safety factors
- Technique and procedures used to conduct a go-around or missed approach during engine failure on take-off, the appropriate reference airspeeds, and the specific pilot actions required

Required skills:

- Extract, calculate and apply all performance information applicable to the aircraft
- Identify and manage emergency and abnormal situations while maintaining control of the aircraft in accordance with Flight Manual/Pilot's Operating Handbook
- Identify the critical engine
- Control and manage the aircraft during flight with failed engine(s) in accordance with Flight Manual/Pilot's Operating Handbook
- Maintain compliance with relevant regulatory requirements
- Set priorities and manage workload to ensure safe task completion in the time available
- Apply relevant air safety practices and regulations
- Read and interpret instructions, procedures and information relevant to operating a multi-engine helicopter
- Communicate effectively with others when operating a multi-engine helicopter
- Complete documentation related to operating a multi-engine helicopter
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a multi-engine helicopter
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

REQUIRED KNOWLEDGE AND SKILLS

- Promptly report and/or rectify any identified problems that may occur when operating a multi-engine helicopter in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when operating a multi-engine helicopter
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating a multi-engine helicopter
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when operating a multi-engine helicopter

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - applying the underpinning knowledge and skills
 - following relevant legislation and workplace procedures
 - operating a multi-engine helicopter in all phases of flight in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook
 - managing an engine failure/malfunction in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook
 - performing a rejected take-off with engine failure in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook
 - conducting a go-around or missed approach with engine failure in accordance with workplace procedures and Flight Manual/Pilot's Operating Handbook

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation,

EVIDENCE GUIDE

and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|-------------------------------------|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules and Night Visual Flight Rules • simulated Instrument Meteorological Conditions (IMC) • IMC |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • multi-engine helicopter • multi-engine synthetic training device • variable air traffic conditions • variable weather conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Night VFR environment may include: | <ul style="list-style-type: none"> • unaided • aided utilising night vision devices |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may include: | <ul style="list-style-type: none"> • fitted flight instruments • head up display |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews |
| Classes of airspace are: | <ul style="list-style-type: none"> • those designated by the Civil Aviation Safety Authority • restricted and danger areas • Military control zones • Air Defence identification zones |
| Conditions may include: | <ul style="list-style-type: none"> • simulated IMC • simulated icing conditions • moderate turbulence • simulated hazardous weather • autopilot/flight director • FMS/other NAV system • simulation of emergency and abnormal procedures |
| Engine failures may occur: | <ul style="list-style-type: none"> • in flight • on ground • in hover • after take-off • during approach |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • during landing • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to multi-engine helicopter operations • in Defence context, relevant Defence Orders and Instructions • Flight Manual/Pilot's Operating Handbook (POH) • Manual of Standards - Pilot Licensing (MOS-PL) • Aeronautical Information Publication (AIP) • relevant sections of Civil Aviation Advisory Publications (CAAP) • performance charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Day VFR syllabus • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field Y - Aircraft Operation and Traffic Management

AVIZ1005B Maintain basic situation awareness in the aviation workplace

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills, knowledge and attitudes required to manage basic situation awareness in aviation workplaces, including being aware of and assessing situations, making appropriate decisions, setting appropriate work priorities, carrying out workplace tasks, and communicating/working with others in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

Work involves the application of safety and security policies, regulations, safety codes, protocols and procedures to maintain and manage situation awareness in aviation workplaces across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Maintain basic situation awareness	<p>1.1 Continuous monitoring is demonstrated of all critical factors relevant to the safety and security of an aviation workplace</p> <p>1.2 All relevant indications of an unsafe or insecure situation are recognised and appropriate action is taken to alert relevant personnel and/or take appropriate action in accordance with workplace procedures and regulatory requirements</p>
2 Assess situations and take appropriate action	<p>2.1 Factors that may adversely affect the safety and security of an aviation workplace are identified</p> <p>2.2 Relevant information concerning the safety and security of an aviation workplace is recognised and interpreted and timely action is taken in accordance with workplace procedures</p> <p>2.3 Risks to workplace safety and security are recognised and appropriate action is taken to control the risk in accordance with workplace procedures and regulatory requirements</p> <p>2.4 Changes to workplace environment and related risks are monitored and managed to ensure a safe outcome to workplace operations</p> <p>2.5 A safe alternative plan of action is formulated and implemented where necessary as a result of changed circumstances and risks</p>
3 Set priorities and manage work tasks	<p>3.1 Priorities are set and workload is organised to ensure completion of all assigned tasks relevant to the safety and security of the workplace</p> <p>3.2 Appropriate tasks are prioritised and implemented to maintain ongoing workplace operations and achieve workplace objectives</p> <p>3.3 Relevant information is accessed and used to ensure the safety and security of the workplace when completing workplace tasks</p> <p>3.4 Tasks critically essential for the safety and security of the workplace are given priority over less important activities and are completed in accordance with workplace procedures, checklists and regulatory requirements</p> <p>3.5 Situation awareness is maintained at all times during workplace activities</p> <p>3.6 Symptoms of fatigue are recognised and appropriate action is taken to reduce its effects</p>
4 Work with others in the management of situation awareness	<p>4.1 Communication with relevant personnel is undertaken in an effective and efficient manner to achieve situation awareness and all requirements for the safety and security of the workplace</p> <p>4.2 Team members and others in the workplace are encouraged to participate in and contribute to the safety and security of the workplace</p> <p>4.3 Effective interpersonal skills are used when working with others</p>

ELEMENT

PERFORMANCE CRITERIA

to maintain awareness and the safety and security of the workplace

- 4.4 Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe and/or insecure situations which may develop during workplace activities

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, security and environmental regulations, policies, procedures and rules
- Other relevant regulatory requirements
- Procedures for maintaining situation awareness
- Weather information and its implications for workplace operations
- Communication procedures and protocols
- Safety and security problems that may be identified when maintaining and managing situation awareness and action that can be taken to overcome them
- Safety and security hazards and risks that may be identified in the aviation workplace and ways of controlling those hazards and associated risks

Required skills:

- Communicate effectively with others when maintaining basic situation awareness in the aviation workplace
- Read and interpret instructions, regulations, procedures and other information relevant to maintaining basic situation awareness in the aviation workplace
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to basic situation awareness in the aviation workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining basic situation awareness in the aviation workplace
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may occur when maintaining basic situation awareness in the aviation workplace in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when maintaining basic situation awareness in the aviation workplace
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when maintaining basic situation awareness in the aviation workplace
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

REQUIRED KNOWLEDGE AND SKILLS

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when maintaining basic situation awareness in the aviation workplace

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|---|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Aviation workplaces may include: | <ul style="list-style-type: none"> • airports • aircraft • other aviation facilities |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • appropriately simulated work situations • an operational aviation workplace |
| Factors that may adversely affect the safety and/or security situation of an aviation workplace may include but are not restricted to: | <ul style="list-style-type: none"> • changes in the wind and weather conditions • equipment or facility breakdown, malfunction or failure • persons committing criminal acts • breaches of security regulations and procedures • safety hazards in the workplace such as rotating equipment and propellers, jet blast, slippery surfaces, exposed electrical leads and connections, toxic materials, etc. • poor housekeeping in the workplace • security threat • equipment exceeding nominated operating parameters and tolerances • moving vehicles and aircraft in the workplace environs • a workplace emergency such as a fire, flood, chemical/toxic spill, crash, personnel injury, etc. |
| Information/indicators concerning the potential safety/security problems in an aviation workplace may include, but are not restricted to: | <ul style="list-style-type: none"> • weather and other meteorological information that indicates a potential threat to workplace operations and/or personnel in the workplace • information of deteriorating or faulty equipment or facility performance obtained through routine checks of equipment and facilities • persons acting suspiciously • observed breaches of security regulations and procedures • recognition of safety hazards in the workplace and/or breaches of safety policies and procedures • observed rubbish/untidiness in the workplace • indications of a poorly maintained workplace and related facilities • observation and recognition of a security threat • indications that equipment is, or may be, exceeding operating parameters and tolerances |

RANGE STATEMENT

	<ul style="list-style-type: none">• warning signs and visual/audible signals indicating hazards arising from moving vehicles and/or aircraft in the workplace• emergency sirens and alarms
Persons consulted may include:	<ul style="list-style-type: none">• security personnel• safety personnel• other workplace personnel and managers• emergency services personnel• aviation passengers• visitors to the workplace• contractors• relevant human resources staff• airline personnel and managers• relevant technical staff
Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures
Information/documents may include:	<ul style="list-style-type: none">• relevant regulations pertaining to the aviation workplace concerned• local instructions pertaining to the aviation workplace concerned• safety and security policies, procedures and guidelines• workplace procedures and instructions and job specifications• emergency procedures• relevant approved aviation publications• equipment facility performance specifications/charts (where applicable)• operations manuals• approved workplace checklists• weather and meteorological information, charts, advice and forecasts• induction and training materials• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none">• Civil Aviation Act• relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the aviation workplace concerned

RANGE STATEMENT

- relevant Australian Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the aviation workplace concerned
- relevant IATA regulations
- relevant state/territory OH&S legislation
- relevant security regulations
- relevant health, food handling and hygiene legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

Unit Sector(s)

Not applicable.

Competency field

Competency Field Z - Situation Awareness

AVIZ4001B Manage situation awareness in aircraft flight

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills, knowledge and attitudes required to manage situation awareness in aircraft flight, including maintaining and managing aircraft's situation both alone and in conjunction with others, assessing situations and making appropriate decisions, setting priorities and managing tasks, and maintaining all necessary communications. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) and/or ADF; airspace control requirements and Day Visual Flight Rules (Day VFR); Instrument Flight Rules (IFR); and aircraft control principles, regulations, safety codes, protocols and procedures relevant when managing situation awareness in aircraft flight.

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

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under limited supervision.

This unit is nominally packaged at Certificate IV.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Maintain situation awareness	<p>1.1 Continuous monitoring is demonstrated of all critical factors relevant to the safe progress of a flight</p> <p>1.2 Situation awareness is demonstrated through application of an effective visual scan, use of radio communication, use of traffic information and use of aircraft systems where applicable</p> <p>1.3 Trends towards an unsafe situation are recognised and appropriate corrective action is employed in accordance with workplace procedures and regulatory requirements</p> <p>1.4 Breakdown in situation awareness is identified from errors or discrepancies and is rectified by ensuring safe operation of the aircraft and situation</p>
2 Assess situations and make decisions	<p>2.1 Problems are identified and analysed</p> <p>2.2 Solutions are identified and risks assessed</p> <p>2.3 A course of action is chosen to ensure a safe outcome to a flight or manoeuvre</p> <p>2.4 The plan of action is communicated and tasks are allocated, if appropriate</p> <p>2.5 Actions are taken to achieve optimum outcomes</p> <p>2.6 Progress is monitored against plan</p> <p>2.7 The plan is re-evaluated to achieve optimum outcomes</p> <p>2.8 Operational changes and related risks are monitored and managed to ensure a safe outcome to a flight or manoeuvre</p>
3 Set priorities and manage tasks	<p>3.1 Priorities and workload are organised to ensure completion of all tasks relevant to the safety of the flight</p> <p>3.2 Safe and effective operation of the aircraft is prioritised ahead of competing tasks</p> <p>3.3 Technology is appropriately used to reduce workload and improve ability to perform mental and manipulative activities</p> <p>3.4 Fixation on single actions/functions is avoided</p> <p>3.5 Symptoms of fatigue are recognised and appropriate action is taken to reduce its effects</p> <p>3.6 Critical events and tasks are anticipated and completed in the time available</p>
4 Work with others in the management of situation awareness	<p>4.1 A level of assertiveness is demonstrated which ensures the safe completion of a flight</p> <p>4.2 Effective and efficient communications and interpersonal relationships are established and maintained with all stakeholders to ensure the safe outcome of the flight</p> <p>4.3 Passengers and crew members are encouraged to participate in</p>

ELEMENT

PERFORMANCE CRITERIA

- and contribute to the safe outcome of a flight
- 4.4 Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe situations which may develop during an aircraft flight

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- In Defence context, relevant Defence Orders and Instructions
- Relevant OH&S and environmental procedures and regulations
- The principles of aircraft flight
- Procedures for maintaining situation awareness
- Use of the navigational computer
- Aircraft fuel usage rates
- Traffic rules and procedures
- Air navigation techniques
- Aircraft communication procedures and protocols
- Standard radiotelephony phraseology as detailed in the Flight Radiotelephone Operator Licence (FROL) syllabus and the Aeronautical Information Publication (AIP)
- Problems that may occur when managing situation awareness and action that can be taken to overcome them
- Procedures for transferring aircraft control between crew members
- Operational hazards that may be identified when managing situation awareness and ways of controlling those hazards and associated risks

Required skills:

- Maintain and manage an aircraft's situation both alone and in conjunction with others
- Assess situations and make appropriate decisions
- Set priorities and manage tasks
- Maintain all necessary communications
- Maintain compliance with regulatory requirements
- Select and use appropriate instruments, communications equipment and aids
- Source and interpret aviation weather forecast products appropriate to flight planning and navigation procedures
- Apply air safety practices and regulations
- Transfer aircraft control between crew members
- Communicate effectively with others when managing situation awareness in aircraft flight
- Read and interpret instructions, regulations, procedures and other information relevant to managing situation awareness in aircraft flight

REQUIRED KNOWLEDGE AND SKILLS

- Interpret and follow operational instructions and prioritise work
- Complete documentation related to managing situation awareness in aircraft flight
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing situation awareness in aircraft flight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when managing situation awareness in aircraft flight in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when managing situation awareness in aircraft flight
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing situation awareness in aircraft flight
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing situation awareness in aircraft flight

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Tasks may be undertaken in: | <ul style="list-style-type: none"> • variable weather conditions in accordance with Day Visual Flight Rules • VMC with simulated IMC • IMC |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • single engine aircraft • multi engine aircraft • synthetic training device approved by the appropriate authority • variable air traffic conditions • variable flight situations • abnormal situations • classes of airspace as designated by the Civil Aviation Safety Authority |
| Aircraft may include: | <ul style="list-style-type: none"> • fixed wing • helicopter • commercial balloons • other commercial or military aircraft |
| Crew may include: | <ul style="list-style-type: none"> • single pilot • multi crew |
| Instruments may be: | <ul style="list-style-type: none"> • fitted flight instruments • head up displays |
| Limitations may be imposed by: | <ul style="list-style-type: none"> • local noise abatement requirements and curfews • airspace endorsements |
| Classes of airspace may be: | <ul style="list-style-type: none"> • as designated by the regulator • restricted and danger areas • military control zones • Air Defence Identification Zones |
| Factors that may adversely affect the safe outcome of a flight or manoeuvre may include: | <ul style="list-style-type: none"> • changes in the wind and weather conditions en route • changes in the wind and weather conditions at the destination • engine or equipment malfunction or failure • instrument malfunction or failure • air traffic in the vicinity of the aircraft • running out of fuel • errors in navigation • becoming lost |

RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • security threat on board aircraft • exceeding nominated operating parameters and tolerances for the aircraft • company procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the management of situation awareness during an aircraft flight • in Defence context, relevant Defence Orders and Instructions • Manual of Standards - Pilot Licensing (MOS-PL) • Flight Manual/Pilot's Operating Handbook (POH) • Aeronautical Information Publication (AIP) • En Route Supplement Australia (ERSA) • relevant sections of the Civil Aviation Advisory Publications (CAAP) • performance charts • operations manuals • approved checklists • workplace procedures and instructions and job specification • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant Civil Aviation Safety Regulations and Civil Aviation Orders • in Defence context, relevant Defence Orders and Instructions • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant Australian Standards
Performance includes tolerances specified in either of:	<ul style="list-style-type: none"> • relevant licence and aircraft rating requirements of the Civil Aviation Safety Authority (CASA) such as: • Day VFR Syllabus • Manual of Standards • relevant Defence documentation such as: • Defence Orders and Instructions • approved curricula and training documentation

Unit Sector(s)

Not applicable.

Competency field

Competency Field	Z - Situation Awareness
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AVIZ5049A Manage situational awareness in the air traffic control environment

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to work as an individual and as part of a team to correctly establish and maintain situational awareness in an air traffic control (ATC) environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant air traffic control regulatory requirements of the Civil Aviation Safety Authority (CASA).

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under various levels of supervision dependent on workplace context, and in a team environment.

This unit of competency is packaged at Diploma level.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish and maintain situational awareness	1.1 Incoming information and cues are noticed and received 1.2 Information is comprehended and prioritised 1.3 Status of the ATC environment is established 1.4 Status of the elements within the ATC environment are projected to the future and consequences are established 1.5 ATC environment is monitored and status of elements is updated
2 Identify and rectify loss of situational awareness	2.1 Factors affecting situational awareness are understood 2.2 Loss of situational awareness identifiers are recognised 2.3 Actions are taken to recover situational awareness
3 Manage team situational awareness	3.1 Factors affecting team situational awareness are understood 3.2 Required information is recognised and shared 3.3 Team situational awareness is established 3.4 ATC environment is monitored and the status of the elements is updated to relevant team members

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of Civil Aviation Safety Regulations
- Relevant OH&S and environmental procedures and regulations
- Principles of effective air traffic control
- Separation standards and traffic information requirements and conditions for their use
- Procedures for managing situational awareness in the air traffic control environment
- Relevant control zone, airspace/route structure and traffic patterns
- Classification and special use airspace
- Radar coverage
- Sector/traffic hot spots
- Sector/control zone geography and topography
- Aircraft performance characteristics
- Weather phenomena affecting flight operations and safety
- Responsibilities of air traffic controllers when managing situational awareness in the air traffic control environment
- Area of responsibility
- The impact on adjacent area/s of responsibility
- Local procedures
- Relevant sections of the air traffic services procedures manual
- Safety hazards and risks that exist when managing situational awareness in the air traffic control environment
- Problems that may occur when managing situational awareness in the air traffic control environment
- The impact of adverse weather events and specific weather phenomena

Required skills:

- Communicate effectively with others when managing situational awareness in the air traffic control environment
- Actively listen when managing situational awareness in the air traffic control environment
- Read and interpret instructions, regulations, procedures and other information relevant to managing situational awareness in the air traffic control environment
- Interpret and follow operational instructions and prioritise work
- Perceive incoming information associated with strategic, tactical, geographic, spatial, system

REQUIRED KNOWLEDGE AND SKILLS

and environment components of a complex system

- Comprehend incoming information and develop the current airspace and flight path model
- Complete documentation related to managing situational awareness in the air traffic control environment
- Provide leadership and work collaboratively with others when managing situational awareness in the air traffic control environment
- Communicate in a team by exchanging information through assigning responsibility, acknowledgment, inquiring, and by recognising and noting facts that create team rapport and enhance team outputs
- Promptly report and/or rectify any identified problems that may occur when managing situational awareness in the air traffic control environment in accordance with regulatory requirements and workplace procedures
- Demonstrate temperament reflecting a calm, composed and cooperative characteristic and emotional response under challenging situations
- Make decisions related to managing situational awareness in the air traffic control environment
- Conduct aeronautical decision making
- Project and develop future airspace and flight path scenarios
- Maintain a strategic traffic management goal for the jurisdiction airspace
- Adhere to procedures through a series of steps followed in a regular definite order or a traditional or established way of doing things when this is required
- Implement contingency plans for unexpected situations that may arise when managing situational awareness in the air traffic control environment
- Judge and form an opinion or evaluate situations by discerning and comparing information
- React to some form of treatment or stressful situation by a considered and measured response in a timely fashion
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when managing situational awareness in the air traffic control environment
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Be receptive to training for the skills, knowledge, or experiences acquired or gained over a career
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when managing situational awareness in the air traffic control environment

REQUIRED KNOWLEDGE AND SKILLS

- Be confident but not complacent or reliant on automation and technology, and readily apply human reasoning to airspace and flight path scenarios
- Allocate attention according to demand and constantly switch between: managing the Human-machine Interface (HMI) or equipment use; managing communications; and managing traffic

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in variable weather conditions |
| Performance may be demonstrated in: | <ul style="list-style-type: none"> • simulated situations, and/or • an operational air traffic control workplace |
| Air traffic control workplace may be a workstation in: | <ul style="list-style-type: none"> • Area Control • Approach Control • Aerodrome Control |
| Situation awareness (SA): | <ul style="list-style-type: none"> • involves an awareness of airspace and flight path history, an awareness of the current airspace model and awareness of the probable future airspace and flight path situation • involves the ability to notice incoming information and cues • involves the integration and comprehension of the information leading to • involves the projection and prediction of future airspace and flight path scenarios • must be present at all times while providing ATS • must also exist in teams where team members share critical information to achieve team goals and synergy |
| Factors affecting situational awareness include: | <ul style="list-style-type: none"> • the projection and prediction of future airspace and flight path scenarios • individual - abilities, knowledge, skills, health, attitude, training and experience • environment - system capabilities and interface, stress, workload, complexity, automation, fatigue and distraction |
| Loss of situational awareness identifiers include: | <ul style="list-style-type: none"> • ambiguity or confusion • fixation or channelled attention • poor R/T communication • failure to meet targets • failure to stay ahead of the traffic |
| Loss of situational awareness prevention techniques include: | <ul style="list-style-type: none"> • delegation during high workload • solicit information and input from team • verbalise important conditions • avoid preoccupation and fixation - rotate attention • monitor and evaluate current status relative to plan • project ahead and consider contingencies |

RANGE STATEMENT

Factors affecting team situational awareness include:

- create visual and aural reminders for interrupted tasks
- speak up when SA appears to be breaking down
- level of communication and coordination
- degree of information sharing
- assertiveness of team members
- personality conflict
- level of team experience and training

Information/documents may include:

- training curricula and syllabi
- relevant sections of Civil Aviation Safety Regulations
- relevant CASA Manuals of Standards (MOS)
- air traffic control Local Instructions (LI) and Temporary Local Instructions (TLI)
- Manual of Air Traffic Services (MATS)
- Aeronautical Information Publication (AIP)
- Training Standards Manual (TSM)
- ICAO Document 4444, ATM/501, Procedures for Air Navigation Services, Air Traffic Management
- workplace procedures and instructions
- occupational specification for air traffic controllers
- equipment manufacturers specifications and instructions
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- training and assessment records
- operator's handbook and system manuals
- documented learning and assessment strategies
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- Civil Aviation Safety Regulations (CASR) and Manuals of Standards (MOS)
- relevant Defence Orders and Instructions
- Airservices Act (Commonwealth) 1995
- OH&S Legislation (state and federal)
- Civil Aviation Act (Commonwealth) 1988 and the Civil Aviation Amendment Act 1995

Applicable regulations and legislation may include:

Unit Sector(s)

Not applicable.

Competency field

Competency Field Z - Situation Awareness

BSBAUD402B Participate in a quality audit

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to prepare for and participate in a quality audit as a member of a quality audit team.</p> <p>The process includes reviewing designated documentation; identifying and developing checklists and audit related documentation; preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals working in a team audit environment who analyse and evaluate information from a variety of sources to provide solutions to auditing issues, including unpredictable quality auditing problems.</p> <p>The types of audit may include an external or internal systems audit or process or product/service audit.</p> <p>A broad knowledge of quality auditing is required for this unit.</p> <p>Leading an audit team is addressed by BSBAUD503B Lead a quality audit.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Review auditee documentation	<p>1.1. Where applicable, review auditee's previous quality audits to establish possible impact on the conduct of the current audit</p> <p>1.2. Request relevant organisational documents from auditee, and review and check the adequacy of these documents</p> <p>1.3. Amend reviewed documents, and determine and source any further documentation required</p> <p>1.4. Resolve issues which arise with auditee and relevant parties</p>
2. Participate in developing audit schedules	<p>2.1. Access or prepare appropriate checklists/tools and audit related documentation</p> <p>2.2. Confirm schedules and required resources with auditee before beginning auditing activities</p> <p>2.3. Anticipate possible issues and outline strategies to address these issues, should they arise</p> <p>2.4. Ensure preparation activities and documentation correspond to the <i>audit plan</i></p> <p>2.5. In consultation with auditing team, determine appropriate <i>methods and techniques</i></p> <p>2.6. Assist lead auditor in creating entry and exit meeting agendas</p>
3. Gather and analyse information	<p>3.1. Access a range of potential <i>sources of information</i></p> <p>3.2. Collect and make an initial assessment of <i>sample documentation</i></p> <p>3.3. Interview <i>appropriate persons</i> in relation to <i>relevant documentation</i></p> <p>3.4. Identify and report patterns, trends, interrelationships and areas of risk</p> <p>3.5. Identify aspects of the audit that require the use of specialists and request appropriate assistance</p>
4. Evaluate information	<p>4.1. Evaluate information against prescribed benchmarks</p> <p>4.2. Form a defensible opinion as to the meeting of these benchmarks by the auditee</p> <p>4.3. Ensure opinions are formed from and supported by available information</p>
5. Report findings	<p>5.1. Formulate findings and prepare a corrective action report if discrepancies or non-compliances are detected</p>

ELEMENT	PERFORMANCE CRITERIA
	5.2.Examine results/findings against audit objectives and present to lead auditor 5.3.Report recommendations for improvements as applicable
6. Participate in exit meeting	6.1.Prepare for exit meeting 6.2.Ensure reporting arrangements are agreed upon and documented during the meeting 6.3.Ensure context and consequences of audit are explained, and follow-up is discussed

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to listen to clients and other audit team members and to clarify points with them as necessary
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- interpersonal skills to establish rapport with clients and to liaise with other audit team members
- literacy skills to read, write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- organisational and time management skills to sequence tasks, meet timelines and arrange meetings
- problem-solving skills to identify any issues that have the potential to impact on the auditing process or outcome and to develop options to resolve these issues when they arise
- teamwork skills
- technology skills to use a range of equipment required to conduct quality auditing activities.

Required knowledge

- auditing codes of practice or ethics
- auditing methods and techniques
- auditing regulations and standards including:
 - AS/NZS ISO 9000:2006 Quality management systems - Fundamentals and vocabulary
 - AS/NZS ISO 19011:2003 Guidelines for quality and/or environmental management systems auditing
- current audit practices
- industry products and/or services
- quality auditing principles and techniques
- relevant legislation affecting business operation, including appropriate occupational health and safety, environmental, and privacy legislation
- terminology relating to quality auditing.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- preparation of multiple audit plans for a range of quality audits containing information on the audit schedule, proposed activities, methods, and techniques; risk analysis and proposed treatment of identified risks; entry and exit meeting agendas
- participation in audits as a member of an audit team
- gathering of data and information by a variety of methods
- knowledge of relevant legislation and national standards
- developing a comprehensive report for the exit meeting, which analyses findings and information gathered to arrive at the findings.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace undertaking a quality audit or a simulated workplace environment
- access to workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence by third party workplace reports of on-the-job performance by the candidate
- demonstration of quality auditing techniques
- observations of participation in exit meetings
- oral or written questioning to assess knowledge of audit preparation activities
- assessment of organisational documentation reviewed for the audit
- analysis of reports developed - with clear, comprehensive findings

EVIDENCE GUIDE	
	<ul style="list-style-type: none">• observation of performance in role plays.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none">• other quality auditing units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Audit plan</i> may include:	<ul style="list-style-type: none"> • audit requirements and/or identification of relevant quality system documentation • auditee provision of personnel for audit • confidentiality requirements • contingency actions • distribution of reports • entry meeting • exit meeting • follow-up procedures • measurement criteria • reporting procedures • resource requirements • safety of auditors • sampling techniques • scope and objectives of audit • time lines and schedules
<i>Methods and techniques</i> may include:	<ul style="list-style-type: none"> • advanced management information systems • analysis • determining information flows • evaluating the effectiveness of system controls • questioning • sampling • scanning • tracing • trend analysis
<i>Sources of information</i> may include:	<ul style="list-style-type: none"> • activities • internal documentation • interview results • records, such as meeting minutes, reports or log books • reports from external sources, such as external laboratory reports and vendor ratings

RANGE STATEMENT	
<i>Appropriate persons</i> may include:	<ul style="list-style-type: none"> • persons from different levels within the auditee's organisation such as management, administrative personnel and work floor personnel • persons performing activities or tasks under consideration in the audit process
<i>Sample documentation</i> may include:	<ul style="list-style-type: none"> • documented procedures • log books • meeting minutes • previous audit reports • reports • reports from external sources • systems specifications • test results • user requirements definitions • work instructions
<i>Relevant documentation</i> may include:	<ul style="list-style-type: none"> • audit procedures • checklists • forms for documenting conformance and non-conformance evidence • forms for recording information • organisational charts • previous audit reports • quality standards • records of meetings • sampling plans defined in documented procedures or in audit plan • schedules

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Regulation, Licensing and Risk - Quality Auditing
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Co-requisite units

Co-requisite units		

BSBCMM301A Process customer complaints

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to handle formal and informal negative feedback and complaints from customers.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who are skilled operators and apply a broad range of competencies in various customer service contexts. They may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Respond to complaints	<p>1.1.Process <i>customer complaints</i> using <i>effective communication</i> in accordance with organisational procedures established under organisational policies, legislation or codes of practice</p> <p>1.2.Obtain, <i>document</i> and review necessary reports relating to customer complaints</p> <p>1.3.Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes</p> <p>1.4.Negotiate resolution of the complaint and obtain agreement where possible</p> <p>1.5.Maintain a register of complaints/disputes</p> <p>1.6.Inform customer of the outcome of the investigation</p>
2. Refer complaints	<p>2.1.Identify complaints that require referral to other personnel or external bodies</p> <p>2.2.Make <i>referrals</i> to appropriate personnel for follow-up in accordance with individual level of responsibility</p> <p>2.3.Forward all documents and investigation reports</p> <p>2.4.Follow-up appropriate personnel to gain prompt decisions</p>
3. Exercise judgement to resolve customer service issues	<p>3.1.Identify implications of issues for customer and organisation</p> <p>3.2.Analyse, explain and negotiate appropriate options for resolution with customer</p> <p>3.3.Propose viable options in accordance with appropriate legislative requirements and enterprise policies</p> <p>3.4.Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify trends and positions of products and services
- communication skills to interpret customer complaints, and to monitor and advise on customer service strategies and resolutions
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
- problem-solving skills to deal with customer enquiries or complaints, to apply organisational procedures to a range of situations and to exercise judgement in this application.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- importance of good communication skills and the individual's role in processing customer complaints
- organisational procedures and standards for processing complaints and recommending appropriate action.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • applying judgement in the application of industry and/or organisational procedures • working with customer complaints • knowledge of organisational procedures and standards for processing complaints.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of customer complaints • examples of documents relating to customer complaints policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • observation of presentations • oral or written questioning to assess knowledge of individual's role in processing customer complaints • review of documentation outlining necessary reports relating to customer complaints • review of complaints/disputes register.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • customer service units • other general administration units.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Customers</i> may include:	<ul style="list-style-type: none"> • customers with routine or specific requests • internal or external customers • people from a range of social, cultural or ethnic backgrounds • people who may be unwell, drug affected or emotionally distressed • people with varying physical and mental abilities • regular and new customers
<i>Complaints</i> may include:	<ul style="list-style-type: none"> • different types of severity, formality and sources • scenarios where external bodies such as police are required • straightforward customer dissatisfaction • level of documentation required
<i>Effective communication</i> may include:	<ul style="list-style-type: none"> • giving customers full attention • maintaining eye contact (for face-to-face interactions), except where eye contact may be culturally inappropriate • speaking clearly and concisely • using appropriate language and tone of voice • using clear written information/communication • using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)
<i>Documenting</i> reports relating to customer complaints may include:	<ul style="list-style-type: none"> • completed forms and written reports • using audio-visual tapes • using computer-based systems
<i>Referrals</i> may include:	<ul style="list-style-type: none"> • external bodies e.g. Ombudsman, Independent Commission Against Corruption (ICAC), police • relevant superiors in the organisational hierarchy

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Communication - Interpersonal Communication
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Co-requisite units

Co-requisite units		

BSBCMM401A Make a presentation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit covers the performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training, promotions, etc. They contribute well developed communication skills in presenting a range of concepts and ideas.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare a presentation	<p>1.1. Plan and document presentation approach and intended outcomes</p> <p>1.2. Choose <i>presentation strategies, format and delivery methods</i> that match the <i>characteristics</i> of the target audience, location, resources and personnel needed</p> <p>1.3. Select <i>presentation aids, materials and techniques</i> that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas</p> <p>1.4. Brief others involved in the presentation on their roles/responsibilities within the presentation</p> <p>1.5. Select <i>techniques to evaluate presentation effectiveness</i></p>
2. Deliver a presentation	<p>2.1. Explain and discuss desired outcomes of the presentation with the target audience</p> <p>2.2. Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas</p> <p>2.3. Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes</p> <p>2.4. Use persuasive communication techniques to secure audience interest</p> <p>2.5. Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences</p> <p>2.6. Summarise key concepts and ideas at strategic points to facilitate participant understanding</p>
3. Review the presentation	<p>3.1. Implement <i>techniques to review the effectiveness</i> of the presentation</p> <p>3.2. Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation</p> <p>3.3. Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- facilitation and presentation skills to communicate central ideas of a message in an informative and engaging manner, and to utilise verbal and non-verbal techniques to sustain participant engagement
- literacy skills to prepare presentation information and to write in a range of styles for different target audiences.

Required knowledge

- data collection methods that will support review of presentations
- industry, product/service
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - environmental issues
 - occupational health and safety
- principles of effective communication
- range of presentation aids and materials available to support presentations.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • preparation, delivery and evaluation of the effectiveness of at least two presentations related to the candidate's occupation or area of interest • knowledge of the principles of effective communication.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment, documentation and resources.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • demonstration of preparation, delivery and evaluation of a presentation • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations • review of selected presentation aids, materials and techniques • review of briefing provided for others involved in the presentation • evaluation of techniques implemented to review the effectiveness of the presentation.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • other general administration units.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Presentation strategies</i> may involve:</p>	<ul style="list-style-type: none"> • case studies • demonstration • discussion • group and/or pair work • oral presentations • questioning • simulations and role-play
<p><i>Presentation format and delivery methods</i> may include:</p>	<ul style="list-style-type: none"> • advertising copy • audio • direct marketing copy • individual presentation • public relations copy • scripts • storyboards • team presentation • verbal presentation • video • visuals
<p><i>Characteristics</i> may include:</p>	<ul style="list-style-type: none"> • age • cultural and language background • educational background or general knowledge • gender • language, literacy and numeracy needs • physical ability • previous experience with the topic
<p><i>Presentation aids and materials</i> may include:</p>	<ul style="list-style-type: none"> • computer simulations and presentations • diagrams, charts and posters • models • overhead projector • paper-based materials • video and audio recordings • whiteboard

RANGE STATEMENT	
<i>Presentation techniques</i> may include:	<ul style="list-style-type: none"> • animation • comparative advertising • live action • music • signature elements such as: <ul style="list-style-type: none"> • slogans • logotypes • packaging • sound effects • use of a guest speaker • use of black and white • use of colour • use of humour
<i>Techniques to evaluate presentation effectiveness</i> may include:	<ul style="list-style-type: none"> • action research • critical friends • focus group interviews • one-on-one interviews with participants and other personnel involved in the presentation • written feedback provided by participants

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Communication - Interpersonal Communication
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Co-requisite units

Co-requisite units	

Co-requisite units		

BSBCUS301A Deliver and monitor a service to customers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over either a short or long term interaction.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify customer needs	<p>1.1. Use <i>appropriate interpersonal skills</i> to accurately identify and clarify <i>customer needs and expectations</i></p> <p>1.2. Assess customer needs for urgency to determine priorities for service delivery in accordance with <i>organisational requirements</i></p> <p>1.3. Use <i>effective communication</i> to inform customers about available choices for meeting their needs and assist in the selection of preferred options</p> <p>1.4. Identify limitations in addressing customer needs and seek appropriate assistance from <i>designated individuals</i></p>
2. Deliver a service to customers	<p>2.1. Provide prompt service to customers to meet identified needs in accordance with organisational requirements</p> <p>2.2. Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery</p> <p>2.3. Sensitively and courteously handle <i>customer complaints</i> in accordance with organisational requirements</p> <p>2.4. Provide assistance or respond to customers with <i>specific needs</i> in accordance with organisational requirements</p> <p>2.5. Identify and use available <i>opportunities</i> to promote and enhance services and products to customers</p>
3. Monitor and report on service delivery	<p>3.1. Regularly review customer satisfaction with service delivery using <i>verifiable evidence</i> in accordance with organisational requirements</p> <p>3.2. Identify opportunities to enhance the quality of service and products, and pursue within organisational requirements</p> <p>3.3. Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements</p> <p>3.4. Regularly seek customer feedback and use to improve the provision of products and services</p> <p>3.5. Incorporate evidence of customer satisfaction in decisions to modify products or services, ensuring they are within organisational requirements</p> <p>3.6. Ensure reports are clear, detailed and contain recommendations focused on critical aspects of</p>

ELEMENT	PERFORMANCE CRITERIA
	service delivery

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation
- technology skills to select and use technology appropriate to a task
- communication skills to monitor and advise on customer service strategies
- problem-solving skills to deal with customer enquiries or complaints
- analytical skills to identify trends and positions of products and services.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - financial legislation
 - occupational health and safety (OHS)
- organisational policy and procedures for customer service including handling customer complaints
- service standards and best practice models
- public relations and product promotion
- techniques for dealing with customers, including customers with specific needs.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identifying needs and priorities of customers
- distinguishing between different levels of customer satisfaction
- treating customers with courtesy and respect
- responding to and reporting on, customer feedback
- knowledge of organisational policy and procedures for customer service.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of customer complaints
- examples of documents relating to customer service standards and policies.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of reports on customer service delivery
- analysis of responses to case studies and scenarios
- demonstration of techniques
- oral or written questioning to assess knowledge of customer service strategies.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- sales units
- other customer service units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Appropriate interpersonal skills</i> may include:	<ul style="list-style-type: none"> • listening actively to what the customer is communicating • providing an opportunity for the customer to confirm their request • questioning to clarify and confirm customer needs • seeking feedback from the customer to confirm understanding of needs • summarising and paraphrasing to check understanding of customer message • using appropriate body language
<i>Customers</i> may include:	<ul style="list-style-type: none"> • corporate customers • individual members of the organisation • individual members of the public • internal or external • other agencies
<i>Customer needs and expectations</i> may include:	<ul style="list-style-type: none"> • accuracy of information • advice or general information • complaints • fairness/politeness • further information • making an appointment • prices/value • purchasing organisation's products and services • returning organisation's products and services • specific information
<i>Organisational requirements</i> may include:	<ul style="list-style-type: none"> • access and equity principles and practice • anti-discrimination and related policy • defined resource parameters • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs

RANGE STATEMENT	
	<ul style="list-style-type: none"> • payment and delivery options • pricing and discount policies • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals • replacement and refund policy and procedures • who is responsible for products or services
<i>Effective communication</i> may include:	<ul style="list-style-type: none"> • giving customers full attention • maintaining eye contact, except where eye contact may be culturally inappropriate • speaking clearly and concisely • using active listening techniques • using appropriate language and tone of voice • using clear written information/communication • using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) • using open and/or closed questions
<i>Designated individuals</i> may include:	<ul style="list-style-type: none"> • colleagues • customers • line management • supervisor
<i>Customer complaints</i> may include:	<ul style="list-style-type: none"> • administrative errors such as incorrect invoices or prices • customer satisfaction with service quality • damaged goods or goods not delivered • delivery errors • product not delivered on time • service errors • warehouse or store room errors such as incorrect product delivered
<i>Specific needs</i> of customers may relate to:	<ul style="list-style-type: none"> • age • beliefs/values • culture • disability • gender • language • religious/spiritual observances
<i>Opportunities</i> to promote and enhance services and products	<ul style="list-style-type: none"> • extending time lines • packaging procedures

RANGE STATEMENT	
may include:	<ul style="list-style-type: none"> • procedures for delivery of goods • returns policy • system for recording complaints • updating customer service charter
<i>Verifiable evidence</i> may include:	<ul style="list-style-type: none"> • customer satisfaction questionnaires • audit documentation and reports • quality assurance data • returned goods • lapsed customers • service calls • complaints

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Stakeholder Relations - Customer Service
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Co-requisite units

Co-requisite units		

BSBFIM501A Manage budgets and financial plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s.</p> <p>The unit applies to managers working in small and large business environments and not for profit organisations.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan financial management approaches	<p>1.1. Access <i>budget/financial plans</i> for the work team</p> <p>1.2. Clarify budget/financial plans with <i>relevant personnel</i> within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible</p> <p>1.3. Negotiate any changes required to be made to budget/financial plans with relevant personnel within the organisation</p> <p>1.4. Prepare <i>contingency plans</i> in the event that initial plans need to be varied</p>
2. Implement financial management approaches	<p>2.1. Disseminate relevant details of the agreed budget/financial plans to team members</p> <p>2.2. Provide <i>support</i> to ensure that team members can competently perform <i>required roles</i> associated with the management of finances</p> <p>2.3. Determine and access <i>resources and systems</i> to manage financial management processes within the work team</p>
3. Monitor and control finances	<p>3.1. Implement <i>processes</i> to monitor actual expenditure and to control costs across the work team</p> <p>3.2. Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns</p> <p>3.3. Implement, monitor and modify contingency plans as required to maintain financial objectives</p> <p>3.4. <i>Report</i> on budget and expenditure in accordance with organisational protocols</p>
4. Review and evaluate financial management processes	<p>4.1. Collect and collate for analysis, <i>data and information on the effectiveness of financial management processes</i> within the work team</p> <p>4.2. Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes</p> <p>4.3. Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- numeracy skills to read and understand a budget and to update a budget
- technology skills to use software associated with financial record keeping.

Required knowledge

- basic accounting principles
- organisational requirements related to financial management
- relevant legislation and current requirements of the Australian Taxation Office, including GST
- requirements for organisational record keeping and auditing
- principles and techniques involved in:
 - budgeting
 - cash flows
 - electronic spreadsheets
 - GST
 - ledgers and financial statements
 - profit and loss statements.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> financial skills required to work with and interpret budgets, ageing summaries, cash flow, petty cash, GST, and profit and loss statements knowledge of the record keeping requirements for the ATO and for auditing purposes.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> assessment of written reports indicating broad knowledge of managing budgets and managing financial resources in the organisation demonstration of techniques using financial record keeping software direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate oral or written questioning to assess knowledge of requirements for organisational record keeping and auditing review of contingency plans review of identification of cost variations and expenditure overruns evaluation of documentation reporting on budget and expenditure review of documentation identifying and recommending improvements to financial management processes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

EVIDENCE GUIDE

- other units from the Diploma of Management.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Budget/financial plans may include:

- cash flow projections
- long-term budgets/plans
- operational plans
- short-term budgets/plans
- spreadsheet-based financial projections
- targets or key performance indicators for production, productivity, wastage, sales, income and expenditure

Relevant personnel may include:

- financial managers, accountants or financial controllers
- supervisors, other frontline managers

Contingency plans may include:

- contracting out or outsourcing human resources and other functions or tasks
- diversification of outcomes
- finding cheaper or lower quality raw materials and consumables
- increasing sales or production
- recycling and re-using
- rental, hire purchase or alternative means of procurement of required materials, equipment and stock
- restructuring of organisation to reduce labour costs
- risk identification, assessment and management processes
- seeking further funding
- strategies for reducing costs, wastage, stock or consumables
- succession planning

Support may include:

- access to specialist advice
- documentation of procedures
- help desk or identified experts within the organisation
- information briefings or sessions

RANGE STATEMENT	
	<ul style="list-style-type: none"> • intranet-based information • training including mentoring, coaching and shadowing
Required roles may include:	<ul style="list-style-type: none"> • arranging for use of corporate credit cards • banking • debt collection • ensuring security, accuracy and currency of financial operations • invoicing clients, customers and consumers • maintaining journals, ledgers and other record keeping systems • maintaining petty cash system • purchasing and procurement • wages and salaries payments and record keeping
Resources and systems may include:	<ul style="list-style-type: none"> • hardware and software • human, physical or financial resources • record keeping systems (electronic and paper-based) • specialist advice or support
Processes to monitor actual expenditure and to control costs across the work team include:	<ul style="list-style-type: none"> • reporting of: <ul style="list-style-type: none"> • assets • consumables • equipment • expenditure • income • stock • wastage
Reporting may include data from:	<ul style="list-style-type: none"> • bank statements • credit card statements • financial reports • invoices and receipts • ledgers and journals • logs • petty cash records • spreadsheet-based records
Data and information on the effectiveness of financial management processes may include records (paper-based and	<ul style="list-style-type: none"> • bank account records • cash flow data • contracts

RANGE STATEMENT

electronic) related to:

- credit card receipts
- employee timesheets
- files of paid purchase and service invoices
- income and expenditure
- insurance reports
- invoices
- job costings
- petty cash receipts
- quotations
- taxation records
- wages/salaries books

Unit Sector(s)

Unit sector

Competency field

Competency field

Management and Leadership - Management

Co-requisite units

Co-requisite units

BSBHRM402A Recruit, select and induct staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager.</p> <p>It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case.</p> <p>Performance of the work described in this unit will be underpinned by in depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resource functions.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine job descriptions	1.1. Clarify time lines and requirement for appointment 1.2. Assist with preparation of <i>job descriptions</i> which accurately reflect the role requirements in accordance with organisational procedures and <i>legislation, codes and national standards</i> and <i>occupational health and safety (OHS) considerations</i> 1.3. Consult with relevant personnel about job descriptions 1.4. Ensure that job descriptions do not contravene legislative requirements 1.5. Obtain approvals to advertise position
2. Plan for selection	2.1. <i>Advertise</i> vacancies for <i>staffing requirements</i> in accordance with organisational policies and procedures 2.2. Consult with relevant personnel to convene selection panel and to develop interview questions 2.3. Short list applicants 2.4. Ensure that interview questions do not breach legislative requirements 2.5. Schedule interviews and advise relevant personnel of times, dates and venues
3. Assess and select applicants	3.1. Participate in interview process and assess candidates against agreed selection criteria 3.2. Discuss assessment with other selection panel members 3.3. Correct any biases or deviations from agreed procedures and negotiate for preferred candidate 3.4. Contact referees for referee reports 3.5. Prepare selection report and make recommendations to senior personnel for appointment 3.6. Advise unsuccessful candidates of outcomes and respond to any queries 3.7. Complete all necessary documentation in accordance with organisational procedures 3.8. Secure agreement of preferred candidate
4. Appoint and induct successful candidate	4.1. Provide successful candidate with employment contract and other documentation 4.2. Advise managers and staff of starting date and make

ELEMENT	PERFORMANCE CRITERIA
	<p>necessary administrative arrangements for pay and employee record keeping</p> <p>4.3. Advise manager and work team of new appointment</p> <p>4.4. Arrange induction in accordance with organisational policy</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to use networks to source suitable applicants, to listen to and understand what is being said in interviews, and to advise on the outcomes of the selection process
- literacy skills to work with job descriptions to devise suitable questions for interviews, to prepare letters for unsuccessful applicants and to make job offers
- organising and scheduling skills to arrange interviews and venues.

Required knowledge

- documentation required for recruitment and selection
- human resource functions, human resource life cycle and the place of recruitment and selection in that life cycle
- principles of equity, diversity and relevant legislation.
- range of interviewing techniques and other selection processes and their application.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstrated ability to work with job descriptions to source and select suitable staff • interviewing and other selection techniques that demonstrate awareness of equal opportunity and anti-discrimination requirements • knowledge of the human resource life cycle.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an appropriate range of documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • analysis of responses to case studies and scenarios • assessment of written reports on recruitment and selection • demonstration of selection techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of interviewing techniques • review of advertisements for staffing vacancies • review of documentation provided to successful candidate • oral or written questioning to assess knowledge of selection processes.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • other units from the Certificate IV in Human Resources.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Job descriptions</i> may include:	<ul style="list-style-type: none"> • attributes • competencies required by staff • job or person specifications • job title and purpose of position • necessary skills and knowledge • qualifications • selection criteria • tasks or duties associated with the position
<i>Legislation, codes and national standards</i> may include:	<ul style="list-style-type: none"> • award and enterprise agreements, and relevant industrial instruments • relevant industry codes of practice • relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
<i>Occupational health and safety (OHS) considerations</i> may include:	<ul style="list-style-type: none"> • establishment and maintenance of OHS training, records, induction processes • performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions
<i>Advertising</i> may include:	<ul style="list-style-type: none"> • electronic or print • internal or external • outsourcing
<i>Staffing requirements</i> may include:	<ul style="list-style-type: none"> • permanent, temporary, full-time, part-time or casual

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Human Resource Management
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Co-requisite units

Co-requisite units		

BSBLED401A Develop teams and individuals

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine development needs	<p>1.1. Systematically identify and implement <i>learning and development needs</i> in line with <i>organisational requirements</i></p> <p>1.2. Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented</p> <p>1.3. Encourage individuals to self-evaluate performance and identify areas for improvement</p> <p>1.4. Collect <i>feedback on performance</i> of team members from relevant sources and compare with established team learning needs</p>
2. Develop individuals and teams	<p>2.1. Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry</p> <p>2.2. Ensure that <i>learning delivery methods</i> are appropriate to the learning goals, the learning style of participants, and availability of <i>equipment and resources</i></p> <p>2.3. Provide workplace learning opportunities, and <i>coaching and mentoring assistance</i> to facilitate individual and team achievement of competencies</p> <p>2.4. Create development opportunities that incorporates a range of activities and support materials appropriate to the achievement of identified competencies</p> <p>2.5. Identify and approve resources and time lines required for learning activities in accordance with organisational requirements</p>
3. Monitor and evaluate workplace learning	<p>3.1. Use feedback from individuals or teams to identify and implement improvements in future learning arrangements</p> <p>3.2. Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support</p> <p>3.3. Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning</p> <p>3.4. Document and maintain records and reports of competency according to organisational requirements</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to receive and report on feedback, to maintain effective relationships and to manage conflict
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- leadership skills to gain trust and confidence of clients and colleagues
- literacy skills to read, write and understand a variety of texts; and to edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- negotiation skills to achieve mutually acceptable outcomes
- technology skills to support effective communication and presentation.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- facilitation techniques to encourage team development and improvement
- organisational policies, plans and procedures
- career paths and competency standards relevant to the industry.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> identifying and implementing learning opportunities for others giving and receiving feedback from team members to encourage participation in and effectiveness of team creating learning plans to match skill needs knowledge of relevant legislation.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to an actual workplace or simulated environment access to office equipment and resources examples of learning and development plans, policies and procedures examples of documents relating to diversity policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate analysis of responses to case studies and scenarios oral or written questioning to assess knowledge of career paths and competency standards relevant to the industry review of records and reports of competency.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> management units other learning and development units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Learning and development needs</i> may include:</p>	<ul style="list-style-type: none"> • career planning/development • coaching, mentoring and/or supervision • formal/informal learning programs • internal/external training provision • performance appraisals • personal study • recognition of current competence/skills recognition • work experience/exchange/opportunities • workplace skills assessment
<p><i>Organisational requirements</i> may include:</p>	<ul style="list-style-type: none"> • access and equity principles and practices • anti-discrimination and related policy • business and performance plans • confidentiality and security requirements • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals
<p><i>Feedback on performance</i> may include:</p>	<ul style="list-style-type: none"> • formal/informal performance appraisals • obtaining feedback from clients • obtaining feedback from supervisors and colleagues • personal, reflective behaviour strategies • routine organisational methods for monitoring service delivery
<p><i>Learning delivery methods</i> may include:</p>	<ul style="list-style-type: none"> • conference and seminar attendance • formal course participation • induction

RANGE STATEMENT	
	<ul style="list-style-type: none"> • involvement in professional networks • on-the-job coaching or mentoring • presentations/demonstrations • problem-solving • work experience
<i>Equipment and resources</i> may include:	<ul style="list-style-type: none"> • facilities • funding • guest speakers • technological tools and equipment • time • training equipment such as whiteboards and audio-visual equipment
<i>Coaching and mentoring assistance</i> may include:	<ul style="list-style-type: none"> • fair and ethical practice • non-discriminatory processes and activities • presenting and promoting a positive image of the collective group • problem-solving • providing encouragement • providing feedback to another team member • respecting the contribution of all participants and giving credit for achievements

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Learning and Development
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Co-requisite units

Co-requisite units		

BSBMGT401A Show leadership in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non routine methods and procedures which require the exercise of some discretion and judgement.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>Frontline management provides the first level of leadership within the organisation. This unit applies to people who are making the transition from being a team member, to taking responsibility for the work and performance of others.</p> <p>Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. As such it is important that frontline managers model good practice, professionalism and confidently represent their organisation.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Model high standards of management performance and behaviour	1.1.Ensure management performance and behaviour meets the organisation's requirements 1.2.Ensure management performance and behaviour serves as a positive role model for others 1.3.Develop and implement performance plans in accordance with organisation's goals and objectives 1.4.Establish and use key performance indicators to meet organisation's goals and objectives
2. Enhance organisation's image	2.1.Use organisation's standards and values in conducting business 2.2.Question, through established communication channels, standards and values considered to be damaging to the organisation 2.3.Ensure personal performance contributes to developing an organisation which has integrity and credibility
3. Make informed decisions	3.1.Gather and organise information relevant to the issue/s under consideration 3.2.Facilitate individuals and teams active participation in decision making processes 3.3.Examine options and assess associated risks to determine preferred course/s of action 3.4.Ensure decisions are timely and communicate them clearly to individuals and teams 3.5.Prepare plans to implement decisions and ensure they are agreed by relevant individuals and teams 3.6.Use feedback processes effectively to monitor the implementation and impact of decisions

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and presentation skills to represent the organisation, to explain its work to others and to model professionalism
- decision making skills to demonstrate good judgement and follow through.

Required knowledge

- basic theory of group behaviour
- leadership styles and concepts.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- articulation of organisational values and expectations of behaviour
- instances where leadership and decision making have been demonstrated and which have led to positive changes in the workplace
- knowledge of leadership styles and concepts.

Context of and specific resources for assessment

Assessment must ensure:

- access to workplace documents.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of performance in role plays
- observation of presentations
- review of performance plans
- oral or written questioning to assess knowledge of leadership styles
- evaluation of communication of expectations, roles and responsibilities
- review of documentation examining options and assessing associated risks to determine preferred course/s of action.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Certificate IV in Frontline Management.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Organisation's standards and values</i> will be:	<ul style="list-style-type: none"> stated or implied by the way the organisation conducts its business
<i>Feedback processes</i> may be:	<ul style="list-style-type: none"> formal or informal from internal or external sources

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		

BSBMGT402A Implement operational plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, producing short term plans for the department/section, planning and acquiring resources and providing reports on performance as required.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans.</p> <p>At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning, evaluation, leadership and guidance of others.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Implement operational plan	<p>1.1.Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers</p> <p>1.2.Implement operational plans to contribute to the achievement of organisation's performance/business plan</p> <p>1.3.Identify and use key performance indicators (KPIs) to monitor operational performance</p> <p>1.4.Undertake contingency planning and consultation processes</p> <p>1.5.Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes</p>
2. Implement resource acquisition	<p>2.1.Recruit and induct employees within organisation's policies, practices and procedures</p> <p>2.2.Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel</p>
3. Monitor operational performance	<p>3.1.Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets</p> <p>3.2.Analyse and use budget and actual financial information to monitor profit/productivity performance</p> <p>3.3.Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies</p> <p>3.4.Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely</p> <p>3.5.Present recommendations for variation to operational plans to the designated persons/groups and gain approval</p> <p>3.6.Implement systems, procedures and records associated with performance in accordance with organisation's requirements</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- coaching and mentoring skills to provide support to colleagues
- literacy skills to access and use workplace information, and to prepare reports
- planning and organising skills to monitor performance and to sequence work of self and others to achieve planned outcomes.

Required knowledge

- principles and techniques associated with:
 - contingency planning
 - methods for monitoring and reporting on performance
 - monitoring and implementing operations and procedures
 - problem identification and methods of resolution
 - relevant budgeting and financial analysis, interpretation and reporting requirements
 - resource management systems at the tactical implementation level
 - resource planning and acquisition
 - tactical risk analysis including identification and reporting requirements.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to monitor and adjust operational performance, produce short-term plans for the department or section, plan and acquire resources, and provide reports on performance as required knowledge of principles and techniques associated with monitoring and implementing operations and procedures.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate review of documentation outlining contingency planning and consultation processes undertaken demonstration of techniques in managing performance evaluation of mentoring, coaching and supervision provided to support individuals and teams to use resources effectively, economically and safely.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> other units from the Certificate IV in Frontline Management.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Resource requirements</i> may refer to:</p>	<ul style="list-style-type: none"> • goods and services to be purchased and ordered • human, physical and financial resources - both current and projected • stock requirements and requisitions
<p><i>Relevant personnel, colleagues and specialist resource managers</i> may include:</p>	<ul style="list-style-type: none"> • colleagues and specialist resource managers • managers • occupational health and safety committees and other people with specialist responsibilities • other employees • people from a wide range of social, cultural and ethnic backgrounds, and people with a range of physical and mental abilities • supervisors
<p><i>Operational plans</i> may refer to:</p>	<ul style="list-style-type: none"> • organisational plans • tactical plans developed by the department or section to detail product and service performance
<p><i>Key performance indicators</i> may refer to:</p>	<ul style="list-style-type: none"> • measures for monitoring or evaluating the efficiency or effectiveness of a system, and which may be used to demonstrate accountability and to identify areas for improvements
<p><i>Contingency planning</i> may refer to:</p>	<ul style="list-style-type: none"> • contracting out or outsourcing human resources and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables • increasing sales or production • recycling and re-use • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour

RANGE STATEMENT	
	<ul style="list-style-type: none"> costs risk identification, assessment and management processes seeking further funding strategies for reducing costs, wastage, stock or consumables succession planning
<i>Consultation processes</i> may refer to:	<ul style="list-style-type: none"> mechanisms used to provide feedback to the work team in relation to outcomes of consultation meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual operational plans
<i>Organisation's policies, practices and procedures</i> may include:	<ul style="list-style-type: none"> organisational culture Standard Operating Procedures organisational guidelines which govern and prescribe operational functions, such as the acquisition and management of human and physical resources undocumented practices in line with organisational operations
<i>Performance systems and processes</i> may refer to:	<ul style="list-style-type: none"> informal systems used by frontline managers for the work team in the place of existing organisation-wide systems formal processes within the organisation to measure performance, such as: <ul style="list-style-type: none"> feedback arrangements individual and teamwork plans KPIs specified work outcomes
<i>Designated persons/groups</i> may include:	<ul style="list-style-type: none"> other affected work groups or teams and groups designated in workplace policies and procedures those who have the authority to make decisions and/or recommendations about operations such as workplace supervisors, other managers
<i>Systems, procedures and records</i>	<ul style="list-style-type: none"> databases and other recording mechanisms for ensuring records are kept in accordance with

RANGE STATEMENT

may include:

organisational requirements

- individual and team performance plans
- organisational policies and procedures relative to performance

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		

BSBMGT502A Manage people performance

Modification History

Not applicable.

Unit Descriptor

This unit covers the ability of managers to manage the performance of the staff who report to them directly. Development of **key result areas** and **key performance indicators** and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. It is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Consider co-assessment with BSBMGT604A Manage business operations.

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Consider co-assessment with BSBMGT604A Manage business operations.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Allocate work	<ul style="list-style-type: none">1.1 Relevant groups and individuals are consulted on work to be allocated and resources to be deployed1.2 Work is allocated in accordance with operational plans1.3 Allocation of work is cost effective and appropriate in terms of the use of internal/external labour1.4 Performance standards, Code of Conduct and work outputs and processes are confirmed prior to commencement1.5 Performance indicators are developed for key result areas and are agreed prior to commencement of work1.6 Risk analyses are undertaken in accordance with the organisational risk management plan and legal requirements
2 Assess performance	<ul style="list-style-type: none">2.1 Performance management and review processes are designed to be consistent with organisational objectives and policies2.2 Participants in the performance management and review process are trained2.3 Performance management processes are implemented in accordance with planning and timelines2.4 Performance is monitored and evaluated on a continuous basis
3 Provide feedback	<ul style="list-style-type: none">3.1 Informal feedback is given in a regular, timely manner3.2 Poor performance is identified promptly and brought to the attention of the appropriate person3.3 On-the-job coaching is provided when necessary, both to improve performance and confirm excellence in performance

- 3.4 Documentation of performance is in accordance with the performance management system
- 3.5 Formal structured feedback sessions occur as necessary and in accordance with organisational policy
- 4 Manage follow-up
 - 4.1 Performance improvement and development plans are developed in accordance with organisational policies
 - 4.2 Assistance is sought from human resource specialists where appropriate
 - 4.3 Excellence in performance is reinforced through recognition and continuous feedback
 - 4.4 Individuals not meeting expectations are provided with the necessary coaching and re-training and monitored closely
 - 4.5 Support services are provided to meet individual needs and circumstances
 - 4.6 Individuals who continue to perform below expectations are counselled and, where necessary, placed within the disciplinary process
 - 4.7 Terminations occur where serious misconduct or on-going under-performance occurs
 - 4.8 Terminations are in accordance with organisational and legal requirements
 - 4.9 Performance feedback systems are evaluated regularly and revised as necessary
 - 4.1 Selection, induction and training systems are
 - 0 evaluated regularly and improved

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Direct evidence of the performance management processes being undertaken is essential in the assessment of this unit, including the linking of performance indicators to the allocation of work and assessment of performance against performance standards

Workplace coaching (informal feedback) coupled with formal performance feedback, resulting in performance improvement

OHS considerations may include:

establishment and maintenance of OHS training, records, induction processes
performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions

Underpinning Knowledge*

* At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Relevant awards and certified agreements

Performance measurement systems utilised within the organisation

Key result areas of the organisation

Human resource specialist assistance available

Organisational plans and objectives (strategic, tactical and operational)

Human resource planning

All legislation relevant to the organisation which impacts on people performance (including EEO and anti discrimination laws)

Organisational support services for employees (external and internal)

Unfair dismissal rules and due process

Staff development strategies

Underpinning Skills

Communication/consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input

Performance measurement skills to develop and manage key performance indicators

Risk management skills to analyse, identify and develop mitigation strategies for identified risks

Coaching and training skills to remediate any under-performance present in the work group or individuals

Counselling/interviewing skills to conduct formal performance feedback sessions including counselling and disciplinary interviews where required

Evaluative skills to review and improve performance management systems

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Collecting, analysing and organising information (Level 3) - to provide feedback

Communicating ideas and information (Level 3) - to ensure that expectations are clearly understood

Planning and organising activities (Level 3) - to undertake risk analysis

Working with teams and others (Level 3) - to assess performance

Using mathematical ideas and techniques (Level 2) - to measure performance

Solving problems (Level 3) - to facilitate improvement where under-performance occurs

Using technology (Level 2) - to support the performance management systems

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

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Direct evidence of the performance management processes being undertaken is essential in the assessment of this unit, including the linking of performance indicators to the allocation of work and assessment of performance against performance standards

Workplace coaching (informal feedback) coupled with formal performance feedback, resulting in performance improvement

OHS considerations may include:

establishment and maintenance of OHS training, records, induction processes
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Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Relevant awards and certified agreements

Performance measurement systems utilised within the organisation

Key result areas of the organisation

Human resource specialist assistance available

Organisational plans and objectives (strategic, tactical and operational)

Human resource planning

All legislation relevant to the organisation which impacts on people performance (including EEO and anti discrimination laws)

Organisational support services for employees (external and internal)

Unfair dismissal rules and due process

Staff development strategies

Underpinning Skills

Communication/consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input

Performance measurement skills to develop and manage key performance indicators

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Counselling/interviewing skills to conduct formal performance feedback sessions including counselling and disciplinary interviews where required

Evaluative skills to review and improve performance management systems

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

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Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

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Using technology (Level 2) - to support the performance management systems

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
relevant industry codes of practice

Key result areas means:

those areas of business performance which are critical to the overall success of the business (or section of a business)

Key performance indicators means:

those measures developed to gauge performance outcomes against targets

Performance standards means:

the level of performance sought of an individual or group which may be expressed either quantitatively or qualitatively

Code of Conduct means:

an agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or customers

Risk analysis means:

a determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance

Performance management means:

a process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short and longer term
in accordance with relevant industrial agreements

Excellence in performance means:

regularly and consistently exceeding the performance targets established whilst meeting the organisation's performance standards

Coaching refers to:

informal on-the-job and off-the-job advice and training to improve performance

Termination means:

a cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements

Relevant groups and individuals include:

employees, employee representatives, employer representatives, line managers and human resource personnel

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Relevant groups and individuals include:

employees, employee representatives, employer representatives, line managers and human resource personnel

Unit Sector(s)

Not applicable.

BSBMGT502B Manage people performance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to all managers and team leaders who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.</p> <p>The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.</p> <p>This is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Allocate work	<p>1.1.Consult relevant groups and individuals on work to be allocated and resources available</p> <p>1.2.Develop work plans in accordance with operational plans</p> <p>1.3.Allocate work in a way that is efficient, cost effective and outcome focussed</p> <p>1.4.Confirm <i>performance standards, Code of Conduct</i> and work outputs with relevant teams and individuals</p> <p>1.5.Develop and agree <i>performance indicators</i> with relevant staff prior to commencement of work</p> <p>1.6.Conduct <i>risk analysis</i> in accordance with the organisational risk management plan and legal requirements</p>
2. Assess performance	<p>2.1.Design <i>performance management</i> and review processes to ensure consistency with organisational objectives and policies</p> <p>2.2.Train participants in the performance management and review process</p> <p>2.3.Conduct performance management in accordance with organisational protocols and time lines</p> <p>2.4.Monitor and evaluate performance on a continuous basis</p>
3. Provide feedback	<p>3.1.Provide informal feedback to staff on a regular basis</p> <p>3.2.Advise relevant people where there is poor performance and take necessary actions</p> <p>3.3.Provide on-the-job coaching when necessary to improve performance and to confirm <i>excellence in performance</i></p> <p>3.4.Document performance in accordance with the organisational performance management system</p> <p>3.5.Conduct formal structured feedback sessions as necessary and in accordance with organisational policy</p>
4. Manage follow up	<p>4.1.Write and agree performance improvement and development plans in accordance with organisational policies</p> <p>4.2.Seek assistance from human resources specialists where appropriate</p> <p>4.3.Reinforce excellence in performance through recognition and continuous feedback</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>4.4. Monitor and coach individuals with poor performance</p> <p>4.5. Provide support services where necessary</p> <p>4.6. Counsel individuals who continue to perform below expectations and implement the disciplinary process if necessary</p> <p>4.7. <i>Terminate</i> staff in accordance with legal and organisational requirements where serious misconduct occurs or ongoing poor-performance continues</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to articulate expected standards of performance, to provide effective feedback and to coach staff who need development
- risk management skills to analyse, identify and develop mitigation strategies for identified risks
- planning and organisation skills to ensure a planned and objective approach to the performance management system.

Required knowledge

- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant awards and certified agreements
- performance measurement systems utilised within the organisation
- unlawful dismissal rules and due process
- staff development options and information.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> documented performance indicators and a critical description and analysis of performance management system from the workplace techniques in providing feedback and coaching for improvement in performance knowledge of relevant awards and certified agreements.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> analysis of responses to case studies and scenarios assessment of written reports demonstration of techniques in providing feedback and coaching direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate review of work plans, performance indicators, risk analysis, performance management and review processes, performance improvement and development plans.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> other management units.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Performance standards</i> mean:	<ul style="list-style-type: none"> level of performance sought from an individual or group which may be expressed either quantitatively or qualitatively
<i>Code of Conduct</i> means:	<ul style="list-style-type: none"> agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or an agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or customers
<i>Performance indicators</i> mean:	<ul style="list-style-type: none"> measures against which performance outcomes are gauged
<i>Risk analysis</i> means:	<ul style="list-style-type: none"> determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance
<i>Performance management</i> means:	<ul style="list-style-type: none"> in accordance with relevant industrial agreements process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short- and long-term
<i>Excellence in performance</i> means:	<ul style="list-style-type: none"> regularly and consistently exceeding the performance targets established while meeting the organisation's performance standards
<i>Termination</i> means:	<ul style="list-style-type: none"> cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		

BSBMKG501B Identify and evaluate marketing opportunities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to identify, evaluate and take advantage of marketing opportunities by analysing market data, distinguishing the characteristics of possible markets and assessing the viability of changes to operations.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals working in senior marketing management roles who, together with a marketing team, identify, investigate and evaluate marketing opportunities to determine whether they meet organisational and marketing objectives. Based on this evaluation, changes to current business operations can be determined to take advantage of marketing opportunities.</p> <p>Adjusting the marketing mix in the light of new marketing opportunities is covered in BSBMKG502B Establish and adjust the marketing mix.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify marketing opportunities	<p>1.1. Analyse <i>information on market and business needs</i> to identify <i>marketing</i> opportunities</p> <p>1.2. Research potential <i>new markets</i> and assess opportunities to enter, shape or influence the market in terms of likely <i>contribution to the business</i></p> <p>1.3. Explore entrepreneurial, innovative approaches and creative ideas for their potential business application, and develop into potential marketing opportunities</p>
2. Investigate marketing opportunities	<p>2.1. Identify and analyse opportunities in terms of their likely fit with organisational goals and capabilities</p> <p>2.2. <i>Evaluate</i> each opportunity to determine its impact on current business and customer base</p> <p>2.3. Use an assessment of <i>external factors</i>, costs, benefits, risks and opportunities to determine the financial viability of each marketing opportunity</p> <p>2.4. Determine probable return on investment and potential competitors</p> <p>2.5. Describe and rank marketing opportunities in terms of their viability and likely contribution to the business</p>
3. Evaluate required changes to current operations	<p>3.1. Identify and document changes needed to current operations to take advantage of viable marketing opportunities</p> <p>3.2. Ensure organisational changes to service an increased or different customer base include provision for continued quality of service to existing customers</p> <p>3.3. Estimate <i>resource requirements</i> for changed operations</p> <p>3.4. Determine and communicate viability of making changes to current operations to <i>key stakeholders</i></p> <p>3.5. Document newly identified marketing opportunities and required changes</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to identify and interpret market information, to write in a range of styles for different audiences and to document outcomes and requirements
- numeracy skills to calculate and evaluate financial information on new marketing options
- research and evaluation skills to gain information on and interpret market trends to identify marketing opportunities.

Required knowledge

- key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations such as:
 - anti-discrimination legislation and the principles of equal opportunity, equity and diversity
 - ethical principles
 - marketing codes of practice and conduct such as the Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice; Free TV Australia Commercial Television Industry Code of Practice; and the Australian E-commerce Best Practice Model
 - privacy laws
 - Trade Practices Act
- organisational marketing plan, structure, products and services
- principles of marketing and the marketing mix
- statistical methods and techniques to evaluate marketing opportunities, including forecasting techniques.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> identifying and evaluating marketing opportunities to determine whether they will meet organisational objectives documenting how current business operations will need to be modified and what resources will be required to take advantage of newly identified and evaluated opportunities.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to office equipment and resources access to organisational strategic and marketing plans.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> analysis of responses to case studies assessment of written reports on identified marketing opportunities and evaluation activities direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate observation of presentations on opportunity identification, evaluation and required resources to capitalise on new marketing opportunities oral or written questioning to assess knowledge and understanding review of authenticated documents from the workplace or training environment review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> BSBMKG502B Establish and adjust the marketing

EVIDENCE GUIDE	
	<p>mix</p> <ul style="list-style-type: none">• international business units• other marketing units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Information on market and business needs</i> may include:	<ul style="list-style-type: none"> • comparative market information • competitors' performance • customer requirements • legal and ethical requirements • market share • market trends and developments • new and emerging markets • profitability • sales figures
<i>Marketing</i> may include:	<ul style="list-style-type: none"> • business-to-business marketing • direct marketing • ideas marketing • marketing of goods • public sector marketing • services marketing • telemarketing
<i>New markets</i> may include:	<ul style="list-style-type: none"> • e-commerce • export markets • segments of the market not currently penetrated
<i>Contribution to the business</i> may include:	<ul style="list-style-type: none"> • effect on sales volume • growth • market share • profitability
<i>Evaluation</i> may include:	<ul style="list-style-type: none"> • investigation of: <ul style="list-style-type: none"> • knockout factors • present value analysis • return on investment • scored criteria • weighted criteria
<i>External factors</i> may include:	<ul style="list-style-type: none"> • codes of practice • policies and guidelines

RANGE STATEMENT	
	<ul style="list-style-type: none"> • regulations • relevant legislation
<i>Resource requirements</i> may include:	<ul style="list-style-type: none"> • additional staff • distribution costs • equipment • production costs • promotional costs • research and development • re-tooling • staff training
<i>Key stakeholders</i> may include:	<ul style="list-style-type: none"> • Board of directors • finance staff • human resources staff • managers • marketing personnel • owners • production staff • supervisors

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Business Development - Marketing
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Co-requisite units

Co-requisite units		

BSBOHS407A Monitor a safe workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to implement and monitor the organisation's occupational health and safety (OHS) policies, procedures and programs in the relevant work area to meet legislative requirements.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to employees with supervisory responsibilities for implementing and monitoring the organisation's OHS policies, procedures and programs in a work area.</p> <p>This unit applies to individuals with a broad knowledge of OHS policies who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Provide information to the workgroup about OHS policies and procedures	<p>1.1. Accurately explain relevant provisions of <i>OHS legislation and codes of practice</i> to the workgroup</p> <p>1.2. Provide information to the workgroup on the <i>organisation's OHS policies, procedures and programs</i>, ensuring it is readily accessible by the workgroup</p> <p>1.3. Regularly provide and clearly explain information about <i>identified hazards and the outcomes of risk assessment</i> and control to the workgroup</p>
2. Implement and monitor participative arrangements for the management of OHS	<p>2.1. Explain the importance of effective consultative mechanisms in managing health and safety risks</p> <p>2.2. Implement and monitor consultative procedures to facilitate participation of workgroup in management of work area hazards</p> <p>2.3. Promptly deal with issues raised through consultation, in accordance with <i>organisational consultation procedures</i></p> <p>2.4. Promptly record and communicate to the workgroup the outcomes of consultation over OHS issues</p>
3. Implement and monitor the organisation's procedures for providing OHS training	<p>3.1. Systematically identify OHS training needs in line with organisational requirements</p> <p>3.2. Make arrangements to meet OHS training needs of team members in consultation with relevant individuals</p> <p>3.3. Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate team and individual achievement of identified training needs</p> <p>3.4. Identify and report to management the costs associated with providing training for work team, for inclusion in financial plans</p>
4. Implement and monitor procedures for identifying hazards and assessing risks	<p>4.1. Identify and report on hazards in work area in accordance with OHS policies and procedures</p> <p>4.2. Promptly action team member hazard reports in accordance with organisational procedures</p>
5. Implement and monitor the organisation's procedures for	<p>5.1. Implement <i>procedures to control risks</i> using the hierarchy of controls and organisational requirements</p> <p>5.2. Identify and report inadequacies in existing risk control measures in accordance with the hierarchy of</p>

ELEMENT	PERFORMANCE CRITERIA
controlling risks	controls 5.3. Monitor outcomes of reported inadequacies, where appropriate, to ensure a prompt organisational response
6. Implement and monitor the organisation's procedures for maintaining OHS records for the team	6.1. Accurately complete and maintain OHS records of incidents of occupational injury and disease in work area in accordance with OHS legal requirements 6.2. Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify hazards, to assess risks in the work area and to review data relating to monitoring and evaluating incidents (accidents), environmental issues and the effectiveness of risk control measures
- literacy skills to comprehend documentation and to interpret OHS requirements
- coaching and mentoring skills to provide support to colleagues.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - environmental issues
 - OHS
- legal responsibilities of employers, supervisors and employees in the workplace
- hazards and associated risks which exist in the workplace
- organisational policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
- relevance of consultation as a key mechanism for improving workplace culture.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applying organisational management systems and procedures to OHS within workgroup area
- applying procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of controls
- providing specific, clear and accurate information and advice on workplace hazards to workgroup
- knowledge of legal responsibilities of employers, supervisors and employees in the workplace.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of documentation relating to hazards in the workplace
- examples of documents relating to workplace safety, hazard identification and risk assessment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of records communicating the outcomes of consultation over OHS issues to the workgroup
- analysis of responses to case studies and scenarios
- demonstration of techniques
- review of reports to management on the costs associated with providing training for the work team
- oral or written questioning to assess knowledge of workplace safety and hazards
- examples of risk assessments
- evaluation of actioning of team member hazard

EVIDENCE GUIDE	
	<p>reports</p> <ul style="list-style-type: none">• review of OHS records of occupational injury and disease incidents in work area.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none">• management units• other OHS units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>OHS legislation and codes of practice</i> may include:</p>	<ul style="list-style-type: none"> • common law duties to meet the general duty of care requirements • health and safety representatives and health and safety committees • prompt resolution of health and safety issues • provision of information, induction and training • regulations and approved codes of practice relating to hazards present in work area • relevant state/territory legislation • requirements for the maintenance and confidentiality of records of occupational injury and disease
<p><i>Organisation's OHS policies, procedures and programs</i> may include:</p>	<ul style="list-style-type: none"> • consultative arrangements for employees in work area • dangerous goods transport and storage • emergency and evacuation procedures • first aid provision/medical practitioner contact and attention • hazard reporting procedures • hazardous substances use and storage • incident (accident) investigation • OHS arrangements for on site contractors, visitors and members of public • OHS audits and safety inspections • plant and equipment maintenance and use • procedures for hazard identification • procedures for risk assessment, selection and implementation of risk control measures • purchasing policy and procedures • safe operating procedures/instructions • site access • use and care of personal protective equipment

RANGE STATEMENT

Identified hazards and the outcomes of risk assessment may include:

- checking equipment before and during work
- consulting work team members
- daily informal employee consultation and regular formal employee meetings
- housekeeping
- OHS audits and review of audit reports
- review of health and safety records including hazard reports, hazardous substances and dangerous goods registers, injury records
- workplace inspections in area of responsibility

Organisational consultation procedures may include:

- attendance of health and safety representatives at management and OHS planning meetings
- counselling/disciplinary processes
- early response to employee suggestions, requests, reports and concerns put forward to management
- election of health and safety representatives in accordance with legislative requirements
- formal and informal meetings
- health and safety committees
- other committees, for example, planning and purchasing

Procedures to control risks may include:

- consultation with employees and their representatives
- job/process/workplace re-design e.g. introduce mechanical handling equipment, re-arrange material flow/timing/scheduling, raise/lower work platforms
- removing the cause of a risk at its source (eliminating the hazard) e.g. removing stored goods permanently from emergency exit passageways
- selecting control measures in accordance with the hierarchy i.e. work through hierarchy from most effective to least effective control

OHS records may include:

- audit and inspection reports
- consultation e.g. meetings of health & safety committees, workgroup meeting agendas including OHS items and actions
- first aid/medical post records
- hazardous substances registers
- induction, instruction and training

RANGE STATEMENT

	<ul style="list-style-type: none"> • manufacturer's and supplier's information including dangerous goods storage lists • plant and equipment maintenance and testing reports • workers compensation and rehabilitation records • workplace environmental monitoring records
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Unit Sector(s)

Unit sector	
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Competency field

Competency field	Regulation, Licensing and Risk - Occupational Health and Safety
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Co-requisite units

Co-requisite units		

BSBRKG502B Manage and monitor business or records systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to set the operational frameworks for the creation, capture and use of records and to monitor and review these frameworks and activities within a business or records system of a specific business domain.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who are required to demonstrate understanding of a broad knowledge base, incorporating theoretical concepts with substantial depth in some areas. The application is in relation to managing and monitoring business and records systems or work carried out in specialist recordkeeping environments, such as archives.</p> <p>While these people will work closely with other staff members throughout an organisation, they may also have a degree of individual responsibility and autonomy.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine requirements or modifications	<p>1.1. Identify and document core business, supporting activities, resources, business and social context, using observation and consultation</p> <p>1.2. Determine security and access requirements for business or records system content from analysis of organisation's activities</p> <p>1.3. Analyse organisational reporting and accountability requirements in the context of the business documentation</p> <p>1.4. Identify organisational functions and activities for which records must be kept, from analysis of business and context documentation</p> <p>1.5. Determine nature, detail, and format of records (content and metadata) for each organisational function from analysis of the business and its context</p>
2. Devise an appropriate recordkeeping system	<p>2.1. Determine metadata needed to manage records (store, locate and retrieve) in a business or records system</p> <p>2.2. Select scale, and number of business or records systems appropriate to scale and nature of business operations</p> <p>2.3. Select technological requirements of business or records systems appropriate to scale and nature of business operations</p> <p>2.4. Select cost structure for business or records systems appropriate to scale, nature, and organisational cash flow requirements</p> <p>2.5. Ensure maintenance, disposal and updating requirements of business or records system conform to scale, nature, and culture of the organisation</p> <p>2.6. Select business or records system suited to the projected growth of the organisation</p>
3. Develop an implementation plan	<p>3.1. Identify and document recordkeeping responsibilities of individual personnel or organisational units</p> <p>3.2. Develop measurable performance indicators for recordkeeping activities</p> <p>3.3. Develop procedures and guidelines for capturing and controlling records</p> <p>3.4. Communicate an implementation plan to users of the system and other relevant organisational staff</p>

ELEMENT	PERFORMANCE CRITERIA
4. Monitor and review business or records system	<p>4.1.<i>Monitor</i> and notify staff in accordance with approved timeframes, frequency, and <i>organisational policies and guidelines</i> where applicable</p> <p>4.2.Record details of <i>variation</i> from business or records system's rules, standards and procedures that exceed agreed limits</p> <p>4.3.Provide required <i>reports</i> to <i>appropriate authority</i> relating to use and maintenance of records</p> <p>4.4.Designate responsibilities to staff for record creation and capture activities in accordance with organisational policies</p>
5. Identify and respond to problems and changes	<p>5.1.Identify any <i>problems and changes</i> that require a <i>systemic response</i> using the monitoring reports and external events</p> <p>5.2.Make recommendations for <i>revisions</i> to systems, procedures, and strategic plans in response to identified variations, changes and problems</p> <p>5.3.Devise amendments to systems and implementation or other plans where required</p> <p>5.4.Prepare recommendations for system amendments, planning and implementation</p> <p>5.5.Authorise or gain authorisation, for procedures for using the business or records systems, and for any subsequent alterations and amendments to the procedures</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to explain and clarify procedures, and to interview users to identify their records or information needs
- literacy skills to read and interpret nature of record content, functions and problems
- negotiation skills to achieve suitable results for the organisation's recordkeeping practices
- problem-solving and analysis skills to interpret and apply recordkeeping principles and practices
- research skills to investigate changes and innovation in design and operation of business or records system
- self management skills to accurately record metadata.

Required knowledge

- construction and use of language in the organisation in relation to recordkeeping (past and present)
- key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
 - AS 5044.1:2002 AGLS Metadata element set
 - AS 5090:2003 Work process analysis for recordkeeping
 - AS ISO 15489:2004 Records management
 - AS ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
 - Australian Stock Exchange(ASX) Principles of Good Corporate Governance
 - ethical principles
 - codes of practice
 - privacy and freedom of information
 - archives and records legislation
 - occupational health and safety
- general principles and processes of records management and records management systems, such as:
 - systems of control
 - records continuum theory
 - mandate and ownership of business process
- organisational business functions, structure and culture
- organisational policies, strategies and procedures, particularly those relating to records access and security.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • translating organisational needs into a business or records system • developing business or records system specifications and performance indicators to monitor and address system effectiveness • knowledge of relevant organisational policies, strategies and procedures.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of records, recordkeeping systems and policies • access to workplace reference materials such as procedural manuals and company policies.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of reports provided to appropriate authority relating to use and maintenance of records • oral or written questioning to assess knowledge of principles and processes of recordkeeping systems.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • administration units • other knowledge management units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Documenting core business may involve identifying:

- diagrammatic representations
- formal documents
- hand written documents
- informal communications
- online instructions or computer-based format instructions that can be updated
- paper-based manuals
- other texts

Resources may include:

- human resources and their availability
- location of resources currently in operation
- physical resources
- technological resources
- those available for purchase or development

Business and social context may include:

- clients or customers and their expectation
- codes of ethics and codes of professional conduct specific to industry sector
- industry sector characteristics and reporting requirements of that sector
- internal and external accountability requirements
- internal and external stakeholders whose interests must be taken into account
- other relevant legislation and regulations, including those covering:
 - business activity reporting
 - business and income (PAYE) taxation
 - corporation law reporting requirements
 - environmental protection and waste management
 - goods and services tax collection
 - industrial relations
 - occupational health and safety
 - privacy protection

RANGE STATEMENT	
	<ul style="list-style-type: none"> • statutory access rights and freedom of information • superannuation • internal and external stakeholders whose interests must be taken into account • social and ethical standards the community expects the organisation to meet
<i>Consultation</i> may include organisation's:	<ul style="list-style-type: none"> • head office • local management • principals • staff
<i>Organisational functions and activities</i> that may be documented may include:	<ul style="list-style-type: none"> • asset management • conventional and email correspondence • customer relationship management • human resources management • invoicing and sales • legislative, regulatory and licensing compliance • marketing and promotion • purchasing and expenditure • research and development • risk management • stock control
<i>Metadata</i> are those records which are maintained about the records themselves and may include:	<ul style="list-style-type: none"> • activity classification terms • date, time, and location of record creation or registration into the system • identity of record creator • indexing and descriptive terms • record format • security and access information • unique identifiers for each record
<i>Business or records systems</i> may include:	<ul style="list-style-type: none"> • archival control systems • business systems • cash register-based systems • characteristics relating to: <ul style="list-style-type: none"> • aggregations • context • entities • metadata • current business or records systems

RANGE STATEMENT	
	<ul style="list-style-type: none"> • electronic records and document management system (ERDMS) • informal • paper-based accumulation and card systems • PC-based accounting systems, employee and tax records systems • proprietary recordkeeping package • storage facilities systems
<i>Measurable performance indicators</i> may be developed:	<ul style="list-style-type: none"> • from a strategic plan • in consultation with those who will undertake the specific tasks
<i>Measurable performance indicators</i> may include:	<ul style="list-style-type: none"> • disposal (percentage of records, unsentenced records, those overdue for disposal action and functions or records not covered by disposal schedules) • parameters for tracking of records • retrieval and access (security and access rules, response to request time limits, service levels for requests) • records creation and capture performance
<i>Procedures and guidelines</i> may include:	<ul style="list-style-type: none"> • acceptable range of variation for compliance • system requirements
<i>Monitoring</i> may relate to:	<ul style="list-style-type: none"> • broad accumulation and growth monitoring • checking spelling, spacing and numbering • continuing relevance of classification • disposal schedule applicability • examining titling and indexing at item level • new records specifications • number of systems • observation of localised rules and continuing relevance of classification • records creation and capture performance targets • single records management system
<i>Organisational policies and guidelines</i> may include:	<ul style="list-style-type: none"> • actions in relation to freedom of information legislation • actions or accumulations of records above or below anticipated levels • audit trail or log of users and activity in systems • changes in use of classification and indexing

RANGE STATEMENT	
	<ul style="list-style-type: none"> terms access rules disposal procedures procedures in relation to disparity, sentencing difficulties or gaps in retention and disposal schedule coverage procedures in relation to disputes arising from any matters, particularly access questions failures in tracking or increases in lost items input of metadata requirements legal precedents requiring changes to systems privacy requirements quality of recordkeeping about records records of authorisation of destruction procedures in relation to reliability of optical character recognition techniques retention of records in relation to a schedule scanned images security requirements specified access restrictions, in the public sector storage standards and maintenance schedules
<i>Variations</i> may include:	<ul style="list-style-type: none"> increases or decreases in the use of particular technologies variations from the business or records system's performance or capacity variations within the agreed limit which are inconsistent
<i>Reports</i> may include:	<ul style="list-style-type: none"> compliance maintenance record capture record creation records use
<i>Appropriate authority</i> may include:	<ul style="list-style-type: none"> audit committee board of directors committee of management business owner chief executive officer delegated individual external public authority nominated senior management representative

RANGE STATEMENT	
	<ul style="list-style-type: none"> • recordkeeping professionals • senior management team
<i>Problems and changes</i> may include:	<ul style="list-style-type: none"> • case-law precedents • changes in administrative changes to functions and activities • changes of government • changes to organisational structures • closures and bankruptcy • legislative or other regulatory changes • outsourcing and privatisation • takeovers, amalgamations or relocation • technological change and implementation
<i>Systemic responses</i> may include:	<ul style="list-style-type: none"> • amendment/s to the classification system • bulk movement of records to control • migration of systems • new classification and controlled language • new disposal classes or retention periods • new legal liabilities and other risks identified requiring changes to records specifications • new organisational or business unit functions
<i>Revisions</i> may be made to:	<ul style="list-style-type: none"> • access rules and procedures • classification and indexing schemes • disposal schedules • records specifications • storage projections and requirements

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Knowledge Management - Recordkeeping
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Co-requisite units

Co-requisite units		

BSBWOR301A Organise personal work priorities and development

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of work scheduling and performance improvement to provide technical advice and support to a team.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Organise and complete own work schedule	<p>1.1.Ensure that <i>work goals and objectives</i> are understood, negotiated and agreed in accordance with <i>organisational requirements</i></p> <p>1.2.Assess and prioritise workload to ensure tasks are completed within identified timeframes</p> <p>1.3.Identify <i>factors affecting the achievement of work objectives</i> and incorporate contingencies into work plans</p> <p>1.4.Use <i>business technology</i> efficiently and effectively to manage and monitor scheduling and completion of tasks</p>
2. Monitor own work performance	<p>2.1.Accurately monitor and adjust personal work performance through self-assessment to ensure achievement of tasks</p> <p>2.2.Ensure that <i>feedback on performance</i> is actively sought and evaluated from colleagues and clients in the context of individual and group requirements</p> <p>2.3.Routinely identify and report on variations in the quality of service and products in accordance with organisational requirements</p> <p>2.4.Identify <i>signs of stress</i> and effects on <i>personal wellbeing</i></p> <p>2.5.Identify <i>sources of stress</i> and access appropriate <i>supports and resolution strategies</i></p>
3. Coordinate personal skill development and learning	<p>3.1.Identify personal learning needs and skill gaps using self-assessment and advice from colleagues and clients in relation to role and organisational requirements</p> <p>3.2.Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel</p> <p>3.3.Access, complete and record <i>professional development opportunities</i> to facilitate continuous learning and career development</p> <p>3.4.Incorporate formal and informal feedback into review of further learning needs</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to read and understand the organisation's procedures, own work goals and objectives
- planning skills to organise work priorities and arrangements
- problem-solving skills to solve routine problems
- communication skills to give and receive constructive feedback relating to development needs.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies, plans and procedures
- methods to elicit, analyse and interpret feedback
- principles and techniques of goal setting, measuring performance, time management and personal assessment
- competency standards and how to interpret them in relation to self
- methods to identify and prioritise personal learning needs.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • preparing work plans • scheduling and prioritising work objectives and tasks • knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of work schedules and performance improvement plans.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of self-assessment documentation outlining learning and development needs • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of methods to identify and prioritise personal learning needs • evaluation of planning for personal skill development activities and professional development opportunities.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • other industry capability units.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Work goals and objectives</i> may include:</p>	<ul style="list-style-type: none"> • budgetary targets • production targets • reporting deadlines • sales targets • team and individual learning goals • team participation
<p><i>Organisational requirements</i> may include:</p>	<ul style="list-style-type: none"> • access and equity principles and practice • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organisational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals
<p><i>Factors affecting the achievement of work objectives</i> may include:</p>	<ul style="list-style-type: none"> • budget constraints • competing work demands • environmental factors such as time, weather • resource and materials availability • technology/equipment breakdowns • unforeseen incidents • workplace hazards, risks and controls
<p><i>Business technology</i> may include:</p>	<ul style="list-style-type: none"> • computer applications • computers • email • facsimile machines • internet/extranet/intranet • modems • personal schedulers • photocopiers

RANGE STATEMENT	
	<ul style="list-style-type: none"> • printers • scanners
<i>Feedback on performance</i> may include:	<ul style="list-style-type: none"> • formal/informal performance appraisals • obtaining feedback from clients • obtaining feedback from supervisors and colleagues • personal, reflective behaviour strategies • routine organisational methods for monitoring service delivery
<i>Signs of stress</i> may include:	<ul style="list-style-type: none"> • absence from work • alcohol or other substance abuse • conflict • poor work performance
<i>Personal wellbeing</i> may include:	<ul style="list-style-type: none"> • cultural • emotional • social • spiritual
<i>Sources of stress</i> may include:	<ul style="list-style-type: none"> • complex tasks • cultural issues • work and family conflict • workloads
<i>Supports and resolution strategies</i> may include:	<ul style="list-style-type: none"> • awareness raising • counselling • employee assistance programs (EAP) • family support • group activities • job design • mediation • sharing load • time off • training
<i>Professional development opportunities</i> may include:	<ul style="list-style-type: none"> • career planning/development • coaching, mentoring and/or supervision • formal/informal learning programs • internal/external training provision • performance appraisals • personal study • quality assurance assessments and recommendations • recognition of current competence/skills

RANGE STATEMENT

	recognition <ul style="list-style-type: none"> • work experience/exchange/opportunities • workplace skills assessment
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Unit Sector(s)

Unit sector	
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Competency field

Competency field	Industry Capability - Workplace Effectiveness
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Co-requisite units

Co-requisite units		

BSBWOR402A Promote team effectiveness

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan to achieve team outcomes	<p>1.1. Identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</p> <p>1.2. Support team members in meeting expected outcomes</p>
2. Develop team cohesion	<p>2.1. Provide opportunities for input of team members into planning, decision making and operational aspects of work team</p> <p>2.2. Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities</p> <p>2.3. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4. Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</p>
3. Participate in and facilitate work team	<p>3.1. Actively encourage team members to participate in and take responsibility for team activities and communication processes</p> <p>3.2. Give the team support to identify and resolve problems which impede its performance</p> <p>3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</p>
4. Liaise with management	<p>4.1. Maintain open communication with line manager/management at all times</p> <p>4.2. Communicate information from line manager/management to the team</p> <p>4.3. Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken</p> <p>4.4. Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - boost team morale
 - deal with team conflict
 - deliver messages from management
 - facilitate discussion
 - mentor and coach
- leadership skills
- planning and organising skills.

Required knowledge

- organisational goals, objectives and plans
- organisational policy and procedures framework
- organisational structure, including organisational chart
- principles and techniques associated with:
 - delegation and work allocation
 - goal setting
 - group dynamics and processes
 - individual behaviour and difference
 - leadership
 - motivation
 - negotiation
 - planning.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met techniques in communicating information, dealing with team conflict and resolving issues knowledge of organisational goals, objectives and plans.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> analysis of responses to case studies and scenarios direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate observation of demonstrated techniques in working with team dynamics observation of performance in role plays oral or written questioning to assess knowledge of principles and techniques associated with group dynamics and processes evaluation of opportunities provided for input of team members into planning, decision making and operational aspects of work team review of feedback provided to team members review of teamwork plan.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> other units from the Certificate IV in Frontline

EVIDENCE GUIDE

	Management.
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Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Team purpose, roles, responsibilities, goals, plans and objectives may include:

- action plans, business plans and operational plans linked to strategic plans
- expected outcomes and outputs
- goals for individuals and the work team
- individual and team performance plans and key performance indicators
- occupational health and safety (OHS) responsibilities

Consultation may include:

- attending meetings, interviews, brainstorming sessions
- using email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual effectiveness
- using mechanisms to provide feedback to the work team in relation to consultation outcomes

Responsibility for own work may involve:

- individual and joint actions
- individuals and teams

Feedback may refer to:

- formal/informal gatherings between team members where there is communication on work related matters
- informal communication of ideas and thoughts on specific tasks, outcomes, decisions, issues or behaviours

Relevant persons may include:

- colleagues
- direct superior or other management representatives
- OHS committees and other people with specialist responsibilities

Communication may include:

- face-to-face
- formal/informal interaction

RANGE STATEMENT	
	<ul style="list-style-type: none"> verbal, written or electronic communication
<i>Line manager/management</i> may refer to:	<ul style="list-style-type: none"> direct superior or other management representatives

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		

BSBWOR502A Ensure team effectiveness

Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to facilitate all aspects of teamwork within the organisation. It involves taking a leadership role in the development of team plans, leading and facilitating teamwork and actively engaging with the management of the organisation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to managers and addresses the need for managers to facilitate work teams and to build a positive culture within work teams. The unit takes a systematic and planned approach to developing teams. It includes the soft skills as well as more structured approaches to the management of teams.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish team performance plan	<p>1.1. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives</p> <p>1.2. Develop performance plans to establish expected outcomes, outputs, key performance indicators and goals for work team</p> <p>1.3. Support team members in meeting expected performance outcomes</p>
2. Develop and facilitate team cohesion	<p>2.1. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team</p> <p>2.2. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities</p> <p>2.3. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed</p>
3. Facilitate teamwork	<p>3.1. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes</p> <p>3.2. Support the team in identifying and resolving work performance problems</p> <p>3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders</p>
4. Liaise with stakeholders	<p>4.1. Establish and maintain open communication processes with all stakeholders</p> <p>4.2. Communicate information from line manager/management to the team</p> <p>4.3. Communicate unresolved issues, concerns and problems raised by team members and</p>

	<p>follow-up with line manager/management and other relevant stakeholders</p> <p>4.4. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders</p>
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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- training skills to mentor and coach team members
- communication skills to explain team goals, to address team conflict and to build an environment of trust
- planning and organisational skills to keep team on track and focussed on work outcomes.

Required knowledge

- group behaviour
- models for conflict resolution.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • range of techniques that can be used to build work teams, strengthen communications in the team and resolve conflict • methods for engaging with stakeholders and obtaining advice from outside the work team, to ensure team is focussed and on track • knowledge of group behaviour.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • analysis of responses to case studies and scenarios • assessment of written reports • demonstration of team building techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of performance in role plays • review of performance plans developed for work team • review of policies and procedures developed to ensure team members take responsibility for own work.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • other units from the Diploma of Management.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Consultation</i> may refer to:	<ul style="list-style-type: none"> conducting meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual performance plans mechanisms used to provide feedback to the work team in relation to outcomes of consultation
<i>Accountabilities</i> may refer to:	<ul style="list-style-type: none"> responsibilities as defined in position descriptions, codes of conduct/behaviour, duty statements or similar statement of conduct outlining responsibilities/actions/performance
<i>Performance plans</i> may refer to:	<ul style="list-style-type: none"> individual performance plans linked to team goals team plans based on work assignments and responsibilities
<i>Outcomes, outputs, key performance indicators</i> may refer to agreed:	<ul style="list-style-type: none"> changes in work roles and responsibilities improved individual and team, performance and participation improvements to systems, operations measures for monitoring and evaluating the efficiency or effectiveness of systems or services quality standards and expectations targets for productivity improvements such as reduced downtime, higher production levels, decreases in absenteeism targets for training and development
<i>Strategies</i> may refer to:	<ul style="list-style-type: none"> clarification of roles and expectations electronic communication devices and processes, such as intranet and email communication systems, to facilitate input long-term or short-term plans factoring in

	<p>opportunities for team input</p> <ul style="list-style-type: none"> • mentoring and 'buddy' systems to support team members in providing input • newsletters and briefings • training and development activities
<i>Policies and procedures</i> may refer to:	<ul style="list-style-type: none"> • organisational guidelines and systems that govern operational functions • procedures that detail the activities that must be carried out for the completion of actions and tasks • Standard Operating Procedures
<i>Processes</i> may refer to:	<ul style="list-style-type: none"> • brainstorming options with the team for addressing concerns • creating a matrix of issues and concerns and distributing for comment • discussions with individuals regarding their concerns • distributing drafts for comment with a range of options for resolution of concerns • training and development sessions
<i>Stakeholders</i> may include:	<ul style="list-style-type: none"> • Board members • business or government contacts • funding bodies • union/employee groups and representatives • work team
<i>Line manager/management</i> may refer to:	<ul style="list-style-type: none"> • chief executive officer • direct superior • other management representatives

Unit Sector(s)

Management and Leadership - Management

BSBWRK509A Manage industrial relations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to manage industrial relations matters within an organisation, with day to day involvement.</p> <p>It includes strategic planning and policy development for industrial relations as well as negotiation, conflict management and dispute resolution.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and industrial relations who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.</p> <p>They may or may not have responsibility for supervising the work of others but are authorised to oversee industrial relations in the organisation. However they will have knowledge of current industrial relations trends and legislation.</p> <p>The unit addresses staff who have responsibility for working across the organisation to ensure that there is a policy infrastructure which ensures legislative compliance and clarifies issues. It also addresses the requirement for responding to industrial conflict and grievances.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop industrial relations strategies/policies	1.1. Analyse strategic plans and operational plans to determine <i>long-term industrial relations objectives</i> 1.2. Analyse existing industrial relations performance in relation to strategic industrial relations objectives 1.3. Evaluate options in terms of <i>cost benefit, risk analysis</i> and current legislative requirements 1.4. Establish industrial relations strategies/policies within the management team 1.5. Identify the knowledge and skills needed by management and the workforce to effectively implement these strategies/policies
2. Implement industrial relations strategies/policies and plans	2.1. Develop an <i>implementation plan</i> and contingency plan for the industrial relations strategies/policies 2.2. Make arrangements for training and development in accordance with identified needs, to support the industrial relations plan 2.3. Undertake <i>associated industrial relations activities</i> to agree to changes required by policies or implementation plan 2.4. Ensure procedures for addressing grievances and conflict are properly documented 2.5. Communicate key issues about procedures for addressing grievances and conflict
3. Manage negotiations, conflict and disputes	3.1. Train individuals in <i>conflict management techniques/procedures</i> 3.2. Identify and where possible alleviate or eliminate, sources of conflict or grievance in accordance with legal requirements 3.3. Check documentation and other information sources to clarify issues in dispute 3.4. Obtain expert or specialist advice and/or refer to precedents, if required 3.5. Determine desired negotiation outcomes, negotiation strategy and negotiation timeframes 3.6. Advocate the organisation's position in negotiation to obtain agreement 3.7. Document and if necessary, <i>certify</i> the agreed outcomes with the relevant jurisdiction 3.8. Implement agreements 3.9. Take remedial action where groups or individuals

ELEMENT	PERFORMANCE CRITERIA
	fail to abide by agreements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to advocate, consult, negotiate and mediate conflict
- innovation and problem-solving skills to manage sensitive and important issues
- planning and time management skills to meet critical deadlines, to sequence tasks, to prepare submissions and to present cases.

Required knowledge

- enterprise and workplace bargaining processes
- key entities in the Australian industrial relations system, including courts and tribunals, trade unions, employer bodies
- relevant industrial, occupational health and safety, equal opportunity and anti-discrimination legislation in both the Commonwealth and state jurisdictions.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstrated understanding of contemporary industrial issues and legislation • documented strategies and procedures for dealing with grievances and disputes • performance of negotiation/conflict resolution techniques • knowledge of relevant legislation.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to appropriate documentation and resources normally used in the workplace.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • analysis of responses to case studies and scenarios • assessment of written reports on industrial issues • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of demonstrated techniques in negotiation and case presentation • observation of presentations • oral or written questioning to assess knowledge of industrial relations legislation • review of documentation outlining long-term industrial relations objectives • review of implementation plan and contingency plan • evaluation of documentation communicating key issues about procedures for addressing grievances and conflict.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p>

EVIDENCE GUIDE

- other units from the Diploma of Human Resource Management.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Long-term industrial relations objectives</i> may relate to:</p>	<ul style="list-style-type: none"> • effective management of grievances, conflict situations and dispute resolution procedures • employee commitment • employee satisfaction • job design • negotiation outcomes • organisational culture • relations with unions or other peak bodies • restructuring • salary, remuneration, benefits or bonuses • workforce planning • workplace reform
<p><i>Cost benefit</i> means:</p>	<ul style="list-style-type: none"> • calculation to determine whether the results/outcomes of a particular course of action are sufficient to justify the costs and risks in taking that action
<p><i>Risk analysis</i> means:</p>	<ul style="list-style-type: none"> • determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance
<p><i>Implementation plan</i> may include:</p>	<ul style="list-style-type: none"> • documented objectives, methodology and timeframe • project plan
<p><i>Associated industrial relations activities</i> may include:</p>	<ul style="list-style-type: none"> • clarification of terms and conditions of employment of those persons affected • consultation with employee representatives including unions and elected staff representatives • ensuring the legality of proposed strategies, policies and initiatives • referring to employer representatives for advice and support
<p><i>Conflict management</i></p>	<ul style="list-style-type: none"> • controlling difficult situations using legal remedies

RANGE STATEMENT	
<i>techniques/procedures</i> may include:	<ul style="list-style-type: none"> dispute resolution procedures negotiating/bargaining
<i>Certify</i> refers to:	<ul style="list-style-type: none"> Australian Workplace Agreements workplace collective agreements

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Workforce Development - Workplace Relations
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Co-requisite units

Co-requisite units		

CHCCAR501B Conduct career guidance interview

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work with clients to assist them to identify their career interests and options and to assist them to make decisions to match informed career decisions

Application of the Unit

Application

This unit applies to assisting clients in career guidance

Service delivery may take place in a range of settings

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Initiate exploratory activities with the client

- 1.1 Put in place *client interview arrangements* to facilitate interactive sessions and to establish rapport with the client
- 1.2 Greet client and establish areas of interest
- 1.3 Clarify the role of the career guidance worker and client expectations of the client of the organisation
- 1.4 Explain rights and responsibilities of client
- 1.5 Clarify client's expectations and needs to ensure their issues and motivations are suited to career guidance situation
- 1.6 Collect and document client information in accordance with organisation procedures
- 1.7 Apply appropriate questioning techniques and reflective listening to identify needs and interests of the client
- 1.8 Use a range of appropriate career exploratory activities to assist clients to focus their career search activities
- 1.9 Apply current knowledge of labour market and *career information* to conduct client interview
- 1.10 Implement processes to maintain client confidentiality in accordance with organisation policies and procedures

ELEMENT**PERFORMANCE CRITERIA****2. Facilitate client identification of career interests and needs**

- 2.1 Provide appropriate *career exploration activities* and *career self-assessment instrument/s* for self administration by the client, according to the scope of work role and organisation requirements
- 2.2 Modify self-assessment instrument/s if required, to match client needs and cultural variations
- 2.3 Provide appropriate guidance, support and monitoring to ensure self administration of career assessment instruments can proceed
- 2.4 Conduct follow up interviews with the client to confirm outcomes of self-assessment and assist clients to explore options that match to their self assessment outcomes
- 2.5 Assist client to identify areas where they want to take action

3. Assist client to develop a strategy to address their needs and interests

- 3.1 Assist client to prioritise areas for further investigation
- 3.2 Provide client with information about how their self assessment relates to job profiles, educational and training pathway requirements and employment opportunities
- 3.3 Assist client to identify workable strategies to address their priority interest areas
- 3.4 Assist client to develop their own action plans to address their preferences and needs
- 3.5 Identify areas where clients may require referral to specialists agencies or other professionals
- 3.6 Identify the range of support services able to be provided to the client by the organisation and other organisations
- 3.7 Develop and implement an ongoing plan with the client defining any additional support required
- 3.8 Implement processes to evaluate the effectiveness of services and support provided to the client

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Accepted methods for defining jobs
- Theoretical foundations and framework that underpin career guidance activities
- Factors influencing individual decision-making
- Current labour market trends
- Occupational groups, clusters and networks
- Pathways to occupational areas
- Law and policy that impacts on employment
- Good working knowledge of local employment options and support networks available
- Role and responsibilities of self and other staff in the organisation
- Clients rights and responsibilities in the organisation
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge of education and training options and pathways

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply a knowledge of career guidance theory and practice
- Apply a current knowledge of the world of work
- Collect relevant financial information to determine client's needs and interests
- Provide accurate and relevant information particularly in respect to career matters
- Assess the need of the client to be referred to other services

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

REQUIRED SKILLS AND KNOWLEDGE

- Conduct research to maintain currency of information, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines
- Apply high level computer skills
- Demonstrate a non-judgemental approach to working with people
- Work with cultural sensitivity
- Apply verbal and non-verbal communication skills
- Demonstrate referral skills
- Apply problem solving and analytical skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a simulated workplace under the normal of range conditions
- Assessment should be gathered on one or more occasions but must reflect the normal range of client situations encountered in the workplace

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include:
 - access to appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from the workplace environment
 - Workplace evidence can be testimonials, portfolios or copies of completed workplace records/documentation
- Related units:*
- This unit of competency is recommended to be assessed in conjunction with related units:
- CHCCOM403A Use targeted communication skills to build relationships
 - CHCES411A Collect, analyse and apply labour market information

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Career exploration activities include:

- Discussion and simple inventories on interests, values, skills and motivation

Client interview arrangements include:

- Arranging seating
- Access to computers
- Ready access to career information
- Establishing timeframes for the session
- Establishing roles and responsibilities

Response to requests for information will take into consideration the client's:

- Language and literacy level
- Cultural factors
- Previous contact
- Disabilities

Career self assessment instrument/s may be:

- Paper based and computer generated

Modify self assessment instrument may include:

- Translation
- Explaining terminology
- Removing culturally biased information
- Contextualisation to local conditions

RANGE STATEMENT

Career information includes:

- National job information and data
- Local employment information
- Information on employment conditions
- Information on training requirements

Information on the service and other relevant services may be delivered in the form of:

- Informal discussion
- Published material, newsletters/circulars, leaflets/brochures
- Correspondence/written reports
- Audio-visual
- Posters/graphic representation

Information may be given about the following types of services:

- Government and non government services e.g. education/training, employment, social/recreation, counselling, financial, self help, advocacy, transport
- People with relevant special qualities, knowledge and/or expertise
- Government allowances, pensions and benefits
- Cross cultural services

Appropriate services may include:

- Centrelink
- Support agencies for mental health, domestic violence, alcohol and other drugs (AOD) issues etc.
- Accommodation agencies including emergency housing agencies
- Local community support networks
- Financial assistance agencies
- Emergency relief agencies
- Dispute Resolution Services
- Recruitment services

Unit Sector(s)

Not Applicable

HLTFA201A Provide basic emergency life support

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to recognise and respond to life threatening emergencies using basic life support measures only

Application of the Unit

The skills and knowledge described here enable a first aider to provide an initial response to an emergency in line with practised actions and Australian Resuscitation Council (ARC) Guidelines and/or state/territory regulations, legislation and policies and accepted industry guidelines

Application should be contextualised as required to reflect workplace and community requirements relating to specific risks and hazards and associated injuries

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Respond in an emergency situation	<ul style="list-style-type: none">1.1 Recognise emergency situation and identify hazards to health and safety of self and others1.2 Minimise immediate risk to health and safety of self, casualty and others by isolating any hazard(s)1.3 Assess casualty and identify injuries, illnesses and conditions1.4 Assess the need for assistance
2 Apply identified first aid procedures	<ul style="list-style-type: none">2.1 Reassure casualty in a caring and calm manner and make comfortable using available resources2.2 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort2.3 Seek consent from casualty or significant other prior to applying first aid management2.4 Respond to the casualty in a culturally aware, sensitive and respectful manner2.5 Use identified first aid procedures as required in accordance with established first aid principles, policies and procedures, ARC Guidelines and/or state/territory regulations, legislation and policies and industry requirements2.6 Use safe manual handling techniques as required
3 Communicate details of the incident	<ul style="list-style-type: none">3.1 Request ambulance support and/or appropriate medical assistance according to relevant circumstances and using available means of communication3.2 Accurately convey assessment of casualty's condition and first aid procedures undertaken to emergency services/relieving personnel3.3 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness

- 3.4 Provide reports, where applicable, in a timely manner, presenting all relevant facts according to established procedures
 - 3.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies
- 4 Evaluate own performance
 - 4.1 Seek feedback from **appropriate clinical expert**
 - 4.2 Recognise the possible psychological impacts on rescuers of involvement in critical incidents
 - 4.3 Participate in debriefing/evaluation as appropriate to improve future response and address individual needs

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Basic anatomy and physiology relating to:

severe bleeding

absence of signs of life:

unconscious

unresponsive

not moving

not breathing normally

choking/airway obstruction

shock

First aid procedures for:

bleeding control

care of unconscious

infection control as it relates to standard precautions

airway management

chest pain

casualty with no signs of life

shock

respiratory distress, including asthma

severe allergic reaction

Chain of survival

How to access emergency response support services/personnel

Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to

State/territory regulations, legislation and policies, ARC Guidelines and accepted industry

practice relating to currency of skill and knowledge
Privacy and confidentiality requirements
Duty of care requirements
Need to be culturally aware, sensitive and respectful
Relevant workplace hazards
Own skills and limitations
Awareness of stress management techniques and available support

Essential skills:

Ability to:

Demonstrate first aid casualty management principles:

assess and minimise danger
check for response
maintain casualty's airway, breathing and circulation.

Assess vital signs and responses of casualty

Demonstrate:

safe manual handling of casualty.
consideration of the welfare of the casualty
correct procedures for CPR on a resuscitation manikin
implementation of standard precautions

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or state/territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own level of skills and knowledge

Call an ambulance and/or medical assistance, according to circumstances and report casualty's condition

Identify and minimise hazards to health and safety of self and others in the immediate workplace or community environment

Report details of emergency incident and first aid provided

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit

Competence should be demonstrated working individually and, where appropriate, as part of a first aid team.

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting

Currency of CPR knowledge and skills is to be demonstrated in line with state/territory regulations, legislation and policies, ARC and industry guidelines

Context and resources required for assessment:

For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with Australian Resuscitation Council Guidelines

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Condition of the casualty must include, but is not limited to:

Severe bleeding
Absence of signs of life:
unconscious
unresponsive
not moving
not breathing normally

Choking/airway obstruction
Severe allergic reaction

Identified first aid procedures must include:

Cardiopulmonary Resuscitation (CPR)
Control severe bleeding
Airway management
Provide assistance with self-administered medications, such as auto-injector, puffer/inhaler in line with state/territory regulations, legislation and policies and any available medical/pharmaceutical instructions
Care of the unconscious person

Resources and equipment may include:

First aid kit
Resuscitation mask or barrier
Casualty's medication
Manikin
AED (if available)
Auto-injector
Puffer/inhaler

A hazard is:

A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these

Appropriate clinical expert may include:

Supervisor/manager

Ambulance officer/paramedic

Other medical/health worker

Unit Sector(s)

HLTFA301B Apply first aid

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance

Application of the Unit

These skills and knowledge may be applied in a range of situations, including community and workplace settings

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the competency unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess the situation	<ul style="list-style-type: none">1.1 Identify assess and minimise hazards in the situation that may pose a risk of injury or illness to self and others1.2 Minimise immediate risk to self and casualty's health and safety by controlling any hazard in accordance with occupational health and safety requirements1.3 Assess casualty and identify injuries, illnesses and conditions
2 Apply first aid procedures	<ul style="list-style-type: none">2.1 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness2.2 Use available resources and equipment to make the casualty as comfortable as possible2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner2.4 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort2.5 Seek consent from casualty prior to applying first aid management2.6 Provide first aid management in accordance with established first aid principles and Australian Resuscitation Council (ARC) Guidelines and/or State/Territory regulations, legislation and policies and industry requirements2.7 Seek first aid assistance from others in a timely manner and as appropriate2.8 Correctly operate first aid equipment as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures

- 2.9 Use safe manual handling techniques as required
- 2.1 Monitor **casualty's condition** and respond in accordance with effective first aid principles and procedures
- 2.1 Finalise casualty management according to casualty's needs and first aid principles
- 3 Communicate details of the incident
 - 3.1 Request ambulance support and/or appropriate medical assistance according to relevant circumstances using relevant **communication media and equipment**
 - 3.2 Accurately convey assessment of casualty's condition and management activities to ambulance services /other emergency services/relieving personnel
 - 3.3 Prepare reports as appropriate in a timely manner, presenting all relevant facts according to established procedures
 - 3.4 Accurately record details of casualty's physical condition, changes in conditions, management and response to management in line with established procedures
 - 3.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies
- 4 Evaluate own performance
 - 4.1 Seek feedback from **appropriate clinical expert**
 - 4.2 Recognise the possible psychological impacts on rescuers of involvement in critical incidents
 - 4.3 Participate in debriefing/evaluation as appropriate to improve future response and address individual needs

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

ARC Guidelines relating to provision of first aid as outlined

Working knowledge of:

basic principles and concepts underlying the practice of first aid

procedures for dealing with major and minor injury and illness

priorities of management in first aid when dealing with life threatening conditions

basic occupational health and safety requirements in the provision of first aid

infection control principles and procedures, including use of standard precautions

chain of survival

first Aiders' skills and limitations

Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to

First aid management of:

abdominal injuries

allergic reactions

altered and loss of consciousness

bleeding

burns - thermal, chemical, friction, electrical

cardiac arrest

casualty with no signs of life

chest pain

choking/airway obstruction

injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations

envenomation - snake, spider, insect and marine bites

environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke

fractures

medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions

near drowning

poisoning and toxic substances (including chemical contamination)

respiratory distress

seizures

shock

stroke

substance misuse - common drugs and alcohol, including illicit drugs

Awareness of stress management techniques and available support

Social/legal issues:

duty of care

need to be culturally aware, sensitive and respectful

importance of debriefing

confidentiality

own skills and limitations

Essential skills:

Ability to:

Conduct an initial casualty assessment

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills

Demonstrate correct procedures for performing CPR using a manikin, including standard precautions (i.e. as per unit **HLTCPR201A Perform CPR**)

Apply first aid principles

Infection control, including use of standard precautions

Follow OH&S guidelines

Demonstrate:

safe manual handling

consideration of the welfare of the casualty

ability to call an ambulance

site management to prevent further injury

Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available medical/pharmaceutical instructions

Administer medication in line with state/territory regulations, legislation and policies

Prepare a written incident report or provide information to enable preparation of an incident report

Communicate effectively and assertively in an incident

Make prompt and appropriate decisions relating to managing an incident in the workplace

Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition

Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols

Evaluate own response and identify appropriate improvements where required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. The evidence guide supplements assessment requirements that apply to all units in this Training Package. Users of this evidence guide should first read the package's assessment guidelines.

Critical aspects of assessment:

Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit

Competence should be demonstrated working individually and, where appropriate, as part of a first aid team

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting

Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines

Context and resources required for assessment:

Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge

For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with Australian Resuscitation Council Guidelines

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Contextualisation to address specific requirements may include:

Focus on first aid management of specific types of injury

First aid provision under specific constraints or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)

Established first aid principles include:	Preserve life Prevent illness, injury and condition(s) becoming worse Promote recovery Protect the unconscious casualty
Vital signs include:	Consciousness Breathing Circulation
A hazard is:	A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these
Hazards may include:	Physical hazards Biological hazards Chemical hazards Hazards associated with manual handling
Risks may include:	Risks from equipment, machinery and substances Risks from first aid equipment Environmental risks Exposure to blood and other body substances Risk of further injury to the casualty Risks associated with the proximity of other workers and bystanders Risks from vehicles

Casualty's condition is managed for:

Abdominal injuries

Airway obstruction

Allergic reactions

Altered and loss of consciousness

Bleeding

Burns - thermal, chemical, friction, electrical

Chest pain/cardiac arrest

Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations

Near drowning

Envenomation - snake, spider, insect and marine bites

Environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke

Fractures

Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions

No signs of life

Poisoning and toxic substances (including chemical contamination)

Respiratory distress/arrest

Seizures

Shock

Stroke

Substance misuse - common drugs and alcohol, including illicit drugs.

First aid management must take into account applicable aspects of:

The setting in which first aid is provided, including:

workplace policies and procedures

industry/site specific regulations, codes etc.

OHS requirements

state and territory workplace health and safety legislative requirements

location and nature of the incident

situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents

location of emergency services personnel.

The use and availability of first aid equipment and resources

Infection control

Legal and social responsibilities of first aider

Resources and equipment are used appropriate to the risk to be met and may include:

AED

First aid kit

Auto-injector

Puffer/inhaler

Resuscitation mask or barrier

Spacer device

Communication media and equipment may include but are not limited to:

Telephones, including landline, mobile and satellite phones

HF/VHF radio

Flags

Flares

Two way radio

Email

Electronic equipment

Hand signals

Appropriate clinical expert may include:

Supervisor/manager

Ambulance officer/paramedic

Other medical/health worker

Documentation may include:

Injury report forms

Workplace documents as per organisation requirements

Documentation may include recording:

Time

Location

Description of injury

First aid management

Fluid intake/output, including fluid loss via:
blood

vomit

faeces

urine

Administration of medication including:

time

date

person administering

dose

Vital signs

Unit Sector(s)

HLTFA402B Apply advanced first aid

Modification History

Unit Descriptor

This unit deals with the provision of advanced first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers

This unit builds on HLTFA301B: Apply first aid to include additional skills and use of a range of equipment

Application of the Unit

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess the situation	<ul style="list-style-type: none">1.1 Identify, assess and minimise hazards that may pose a risk of injury or illness to self and others1.2 Assess risks to first aider and others and determine appropriate response to ensure prompt control of situation1.3 Ascertain and prioritise need(s) for emergency services/medical assistance and undertake triage where required1.4 Deploy resources to appropriate locations as required in line with workplace procedures
2 Manage the casualty(s)	<ul style="list-style-type: none">2.1 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort2.2 Respond to the casualty in a culturally aware, sensitive and respectful manner2.3 Seek consent for management of the casualty's injury/illness from person(s) where relevant2.4 Determine and implement welfare procedure according to casualty(s) needs2.5 Control effects of injury and determine and apply appropriate first aid management to meet the needs of the casualty and situation2.6 Assist with self-medication in accordance with State/Territory regulations, legislation and policies and manufacturer's/supplier's instructions and subject to casualty's regime2.7 Monitor casualty's condition and respond in a timely manner in accordance with effective first aid principles2.8 Correctly operate basic life support equipment where appropriate according to relevant legislation and manufacturer's/supplier's instructions

- 2.9 Apply safety procedures for operation of pressurised gases
 - 2.1 Use safe manual handling techniques
 - 0
 - 2.1 Finalise **management** according to casualty's needs and first aid principles
 - 1
- 3 Coordinate first aid activities until arrival of medical assistance
 - 3.1 Identify available **resources** required and establish communication links with appropriate personnel, emergency management services and medical assistance as appropriate
 - 3.2 Deploy correct amount of **resources** to appropriate locations in an effective manner to ensure timely arrival of required resources
 - 3.3 Document the provision of resources and recommend modifications as required
 - 3.4 Monitor the condition of casualties in accordance with first aid principles and workplace procedures
 - 3.5 Coordinate evacuation of casualties according to relevant evacuation procedures
 - 3.6 Arrange support services for personnel involved in the incident in accordance with relevant principles and procedures
- 4 Communicate essential incident details
 - 4.1 Maintain communication with relevant personnel using appropriate media and equipment
 - 4.2 Communicate first aid information with other providers/carers as appropriate to meet their needs and in accordance with workplace procedures
 - 4.3 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness
 - 4.4 Prepare an incident report in line with organisation requirements
 - 4.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies

- 5 Evaluate the incident
 - 5.1 Evaluate management of the incident and where required develop an action plan in consultation with relevant parties
 - 5.2 Participate in debriefing/evaluation in order to improve future operations and address individual's needs
 - 5.3 Formulate and review contingency planning to identify and select alternative management principles and procedures as required

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Working knowledge of:

legal responsibilities and duty of care, including confidentiality

basic anatomy (skeleton, muscles, joints, bones), physiology and toxicology

ARC Guidelines and/or State/Territory regulations, legislation and policies relating to provision of first aid

procedures for dealing with major and minor accidents in the workplace

infection control principles and procedures, including using standard precautions

how to gain access to and interpret material safety data sheets (MSDSs)

company/organisation standard operating procedures (SOPs)

priorities of management in first aid

occupational health and safety requirements in the provision of first aid.

capabilities of emergency management services

first aiders' skills and limitations

safe storage and handling procedures for pressurised gases

advanced resuscitation techniques as per **HLTFA404A Apply advanced resuscitation techniques**

First aid management procedures in accordance with ARC Guidelines, state/territory regulations, legislation and policies and organisation requirements for conditions identified in the Range Statement and including:

use of AED, oxygen, bronchodilator

spinal care

management of anaphylactic shock reaction

use of analgesic gases

Incident management procedures:

manual handling, hazardous substances, dangerous goods or chemicals

basic triage for a multiple casualty incident
safe access to the casualty
awareness of confined spaces and dangerous places
removal of casualty to safe area, if appropriate
coordinate activities of other first aiders, if applicable

First aid management procedures may also relate to emergency childbirth

Complications and associated methods of management for conditions identified in the Range Statement

State and territory regulatory requirements relating to currency of skill and knowledge

Social issues, especially in particular workplace or community context(s) in which first aid is to be applied, including:

importance of debriefing
need to be culturally aware, sensitive and respectful
confidentiality
own skills and limitations

Awareness of stress management techniques and available support

Safety procedures for the operation of pressurised gases

Essential skills:

Ability to:

Manage specific injuries/illnesses and conditions as identified in the Range Statement for this competency unit

Conduct an initial casualty assessment

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills

Apply advanced resuscitation techniques as per **HLTFA404A Apply advanced resuscitation techniques**

Use a range of first aid equipment as outlined in the Range Statement

Demonstrate the application of first aid principles

Comply with OHS legislation

Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available

medical/pharmaceutical instructions

Administer medication in line with State/Territory regulations, legislation and policies and any available medical/pharmaceutical instructions

Demonstrate:

safe manual handling

adequate infection control procedures

consideration of the welfare of the casualty

safe storage and handling procedures for pressurised gases

Prepare a written incident report or provide information to enable preparation of an incident report

Interpret and use listed documents

Communicate effectively and assertively and show leadership in an incident

Make prompt and appropriate decisions relating to managing an incident in the workplace

Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols

Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit

Competence should be demonstrated working individually and, where appropriate, as part of a first aid team

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting

Currency of first aid knowledge and skills is to be demonstrated in line with state/territory regulations, legislation and policies, ARC and industry guidelines

Method of assessment may include:

Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge

Skills may be assessed through simulations, using anatomical models, manikins or in a high fidelity simulation centre

For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with ARC Guidelines

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Contextualisation to address specific requirements may include:

Focus on first aid management of specific types of injury

First aid provision under specific constraints or circumstances (eg. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)

First aid management must take into account:

Workplace policies and procedures
Industry/site specific regulations, codes etc.
OHS requirements
State and territory workplace health and safety requirements

A hazard is:

A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these

Hazards may include:

Physical hazards
Biological hazards
Chemical hazards
Hazards associated with manual handling

Risks may include:

Risks from worksite equipment, machinery and substances
Risks from first aid equipment (oxygen cylinders, AED)
Environmental risks
Exposure to blood and other body substances
Risk of further injury to the casualty
Risks associated with the proximity of other workers and bystanders
Risks from vehicles
Fallen power lines, step and touch potential

Casualty's condition is managed for:

Abdominal injuries

Airway obstruction

Allergic reactions

Altered and loss of consciousness

Bleeding

Burns - thermal, chemical, friction, electrical

Chest pain

Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations

Near drowning

Envenomation - snake, spider, insect and marine bites

Environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke

Fractures

Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions

No signs of life

Pain relief

Poisoning and toxic substances (including chemical contamination)

Respiratory distress

Shock

Seizures

Stroke

Substance misuse - all drugs and alcohol, including illicit drugs

First Aid management skills must include in accordance with ARC Guidelines, State/Territory regulations, legislation and policies and industry requirements:

Administration of analgesia
CPR
Infection control
AED
Identification and management of anaphylactic shock reaction in accordance with ARC Guidelines, State/Territory regulations, legislation and policies and industry requirements
Oxygen administration

First aid management must account for:

Location and nature of the workplace
Environmental conditions eg electricity (high or low voltage), biological risks, weather, motor vehicle accidents
Location of emergency services personnel
Number of casualties and potential casualties
Use and availability of first aid equipment, resources and pharmaceuticals
Types of dangers/risks to the casualty and any others in the vicinity of the situation
Confined spaces, subject to industry need

Medications may include in accordance with ARC Guidelines, State/Territory regulations, legislation and policies and industry requirements:

Oxygen
Analgesics
Bronchodilators
Casualty's own medications
Auto-injectors

Resources and equipment are used appropriate to the risk to be met and may include:

Oxygen resuscitation/cylinders
AED
Thermometers
Auto-injectors
Back boards
Stretchers
Soft bag resuscitator
First aid kit
Casualty's medication
Analgesic inhalers
Analgesic gas equipment
Resuscitation mask or barrier
Spacer device
Cervical collars

Information to be documented may include:

Time

Location

Description of injury

First aid management

Fluid intake/output, including fluid loss via:
blood

vomit

faeces

urine

Administration of medication including:

time

date

person administering

dose

Vital signs

Established first aid principles include:

Checking the site for danger to self, the casualty and others and minimising the danger

Checking and maintaining the casualty's airway, breathing and circulation

Unit Sector(s)

HLTFA404A Apply advanced resuscitation techniques

Modification History

Unit Descriptor

This unit deals with the provision of advanced first aid resuscitation techniques, life support, and management of casualty(s), until the arrival of medical or other assistance, and provision of support to other providers

Application of the Unit

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

Licensing/Regulatory Information

Pre-Requisites

This unit should be assessed after achievement of one of the following related competency units:

HLTFA301B Apply first aid

HLTCPR201A Perform CPR **or**

HLTFA201A Provide emergency life support

In general it is recommended that people using advanced resuscitation techniques have completed **HLTFA301B Apply first aid**

However, it is recognised that some employers require staff to be able to apply advanced resuscitation techniques without requiring this first aid competency

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare resuscitation equipment ready for use	<ul style="list-style-type: none">1.1 Undertake pre-use check of resuscitation equipment in accordance with organisation procedures, manufacturer's instructions, industry standards and regulatory requirements1.2 Diagnose minor equipment faults and rectify within the scope of organisation procedures and manufacturer's instructions1.3 Identify and deal with major faults and defects in accordance with organisation procedures
2 Apply bag and mask resuscitation technique	<ul style="list-style-type: none">2.1 Assemble the bag valve mask resuscitation device2.2 Use the bag valve mask device in the delivery of CPR2.3 Select and use an oropharyngeal airway to maintain a casualty's airway2.4 Rectify issues preventing adequate treatment as they arise
3 Attach and operate an AED	<ul style="list-style-type: none">3.1 Prepare the casualty in accordance with manufacturer's requirements and ARC Guidelines.3.2 Attach the AED and operate in accordance with organisation procedures, manufacturer's guidelines, ARC guidelines and state legislation3.3 Coordinate the operation of the AED with the resuscitation team to minimise interruption to CPR efforts

- 4 Administer oxygen
 - 4.1 Apply the medical and safety precautions associated with storing, handling and administering oxygen
 - 4.2 Select and operate oxygen masks and cannulae in delivery of oxygen therapy
 - 4.3 Provide oxygen to a bag valve mask device
 - 4.4 Provide supplemental oxygen to a breathing casualty
- 5 Operate suction equipment
 - 5.1 Apply medical and safety precautions associated with the provision of manual and oxygen powered suction devices
 - 5.2 Select and operate suction catheters and devices
 - 5.3 Provide suction during the application of advanced resuscitation techniques
- 6 Restore and maintain equipment ready for future use
 - 6.1 Clean, discard, disinfect, replenish and recharge **equipment** in accordance with organisation procedures and manufacturer's instructions
 - 6.2 Diagnose and rectify minor faults within the scope of organisation procedures and manufacturer's instructions
 - 6.3 Identify and deal with major faults and defects in accordance with organisation procedures

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Working knowledge of:

Legal responsibilities and duty of care, including confidentiality

Basic anatomy (skeleton, muscles, joints, bones), physiology and toxicology as it relates to the provision of advanced first aid resuscitation, including: . relevant organs of the cardio pulmonary system and their operation . basic electrical activity associated with normal and abnormal heart rhythm

ARC Guidelines and/or State/Territory regulations, legislation and policies relating to provision of first aid

Procedures for dealing with major and minor accidents in the workplace

Infection control principles and procedures, including using standard precautions

How to gain access to and interpret material safety data sheets (MSDSs)

Company/organisation standard operating procedures (SOPs)

Priorities of management in first aid

Occupational health and safety requirements in the provision of first aid.

Capabilities of emergency management services

First Aiders' skills and limitations

Safe storage and handling procedures for pressurised gases, oxygen and battery operated equipment

Chain of survival, including:

purpose of bystander CPR

aim and function of Advanced Resuscitation techniques in the Chain of Survival

Benefits of providing oxygen to a casualty and of providing suction during the application of advanced resuscitation techniques

First aid management procedures in accordance with ARC Guidelines, State/Territory regulations, legislation and policies and organisation requirements for equipment and conditions identified in the Range Statement and including:

use of bag valve mask device, AED, oxygen therapy equipment, manual and oxygen powered suction, and oropharyngeal airways

sudden cardiac arrest

collapse, unconsciousness

shock

airway management including foreign body airway obstruction

hypoxia

Incident management procedures:

manual handling, hazardous substances, dangerous goods or chemicals

safe access to the casualty

awareness of confined spaces and dangerous places

removal of casualty to safe area, if appropriate

coordinate activities of other first aiders, if applicable

continued ...

Essential knowledge (contd):

Complications and associated methods of management for conditions identified in the Range Statement

State and territory regulations, or organisation policy requirements relating to currency of skill and knowledge

Social issues, especially in particular workplace or community context(s) in which first aid is to be applied, including:

importance of debriefing

need to be culturally aware, sensitive and respectful

confidentiality

own skills and limitations

awareness of stress management techniques and available support

Essential skills:

Ability to:

Manage specific injuries/illnesses and conditions as identified in the Range Statement for this competency unit

Conduct an initial casualty assessment

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies

and industry requirements and respond appropriately to contingencies in line with own skills

Apply appropriate resuscitation techniques, including use of:

oxygen in resuscitation and oxygen therapy

bag valve mask resuscitation device

AED

mechanical and oxygen powered suction devices

oropharyngeal airways

Demonstrate:

assembly of the bag valve mask resuscitation device

effective use of the bag valve mask device on a manikin

selection and use of an oropharyngeal airway

correct selection and operation of oxygen masks and cannulae

provision of oxygen to a bag valve mask device

provision of supplemental oxygen to a breathing patient

correct selection and operation of suction catheters and devices

safe manual handling

adequate infection control procedures

consideration of the welfare of the casualty

safe storage and handling procedures for pressurised gases and battery operated equipment

continued ...

Essential skills (contd):

Ability to:

Incorporate the use of all equipment into effective treatment of illness/injuries specified in the Range Statement

Demonstrate the application of first aid principles

Comply with OHS legislation

Administer oxygen in line with state/territory regulations, legislation and policies and any available medical/pharmaceutical instructions

Prepare a written incident report or provide information to enable preparation of an incident report

Interpret and use listed documents

Communicate effectively and assertively and show leadership in an incident

Make prompt and appropriate decisions relating to managing an incident in the workplace

Use literacy and numeracy skills as required to read, interpret and apply instructions, guidelines and protocols

Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit

Competence should be demonstrated working individually and, where appropriate, as part of a first aid team

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting

Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines

Method of assessment may include:

Skills in performing advanced resuscitation procedures are to be assessed through demonstration, with questioning to confirm essential knowledge

Skills are to be assessed through simulations, using anatomical models, manikins or in a high fidelity simulation centre

For assessment purposes, demonstration of skills in CPR procedures require using a model of the human body (resuscitation manikin) in line with ARC Guidelines

Access and equity considerations:

All participants undertaking this unit should be aware of access and equity issues in relation to their own area of work or involvement

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement**RANGE STATEMENT**

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Contextualisation to address specific requirements may include:

Focus on first aid management of specific types of injury

First aid provision under specific constraints or circumstances (eg. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)

First aid management must take into account:

Workplace policies and procedures

Industry/site specific regulations, codes etc.

OHS requirements

State and territory workplace health and safety requirements

A hazard is:

A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these

An AED is:

Automatic External Defibrillator

Semi-automatic External Defibrillator

Hazards may include:

Physical hazards

Biological hazards

Chemical hazards

Hazards associated with manual handling

Risks may include:

Risks from worksite equipment, machinery and substances
Risks from first aid equipment (oxygen cylinders, AED)
Environmental risks
Exposure to blood and other body substances
Risk of further injury to the casualty
Risks associated with the proximity of other workers and bystanders
Risks from vehicles
Fallen power lines, step and touch potential

Casualty's condition is managed for:

Sudden cardiac arrest
Collapse/unconsciousness
Foreign body airway obstruction
No signs of life
Respiratory distress
Shock
Hypoxia

First aid management skills must include in accordance with ARC Guidelines, state/territory regulations, legislation and policies and industry requirements:

CPR
Infection control
AED
Oxygen administration

First aid management must account for:

Location and nature of the workplace
Environmental conditions e.g. electricity (high or low voltage), biological risks, weather, motor vehicle accidents
Location of emergency services personnel
Number of casualties and potential casualties
Use and availability of first aid equipment, resources and pharmaceuticals
Types of dangers/risks to the casualty and any others in the vicinity of the situation
Confined spaces, subject to industry need

Resources and equipment are used appropriate to the risk to be met and may include:

Oxygen therapy equipment (e.g. masks, cannulae and tubing) and cylinders
Bag valve mask resuscitation device
AED
First aid kit
Resuscitation mask or barrier device
Mechanical and oxygen powered suction device
Oropharyngeal airway
Gloves
Razor
Shears
Cleaning wipes or towels

Information to be documented may include:

Time
Location
Description of condition of patient
First aid management
Administration of medication including:
time
date
person administering
dose

Number of electrical shocks attempted
Vital signs

Established first aid principles include:

Checking the site for danger to self, the casualty and others and minimising the danger

Checking and maintaining the casualty's airway, breathing and circulation

Unit Sector(s)

PRMCL04B Maintain a carpeted floor

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the maintenance of carpeted floors. The unit applies to both manual and mechanical methods of maintaining a carpeted floor. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|----------------------------------|--|
| 1 Assess area to be cleaned | 1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>
1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
1.3 Identify type and condition of the <i>carpeted floor</i> through observation in accordance with <i>work order</i> and <i>company requirements</i>
1.4 Identify <i>soil</i> type through observation in accordance with <i>work order</i> and <i>company requirements</i>
1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i>
1.6 Identify and report any pre-existing damage to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i> |
| 2 Select equipment and chemicals | 2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>company requirements</i>
2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> |
| 3 Prepare work site | 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>
2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
3.2 Remove furniture and fittings that impede the cleaning operation in accordance with <i>work</i> |

ELEMENT**PERFORMANCE CRITERIA**

	<i>order and company requirements</i>
	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site	4.1 Clean <i>carpeted floor</i> using appropriate <i>equipment, PPE, chemicals</i> and <i>cleaning technique(s)</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
	4.2 Identify the need for any follow-up action for spot and stain removal in accordance with the <i>work order</i> and <i>company requirements</i>
	4.3 Conduct all work in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	5.2 Replace all furniture and fittings in accordance with client requests, <i>work order</i> and <i>OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS</i> and <i>company requirements</i>
	6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

6.4 Store *chemicals* in accordance with
manufacturers' specifications and *OHS* and
company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain carpeted floors. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpeted floor.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpeted floor surfaces and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping
- raking
- vacuuming
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information

- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC02A Use bonnet cleaning
- PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpeted floors
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpeted floors may include:

- carpet:
 - mixed blends

- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene and acrylic
- coir matting
- mats and rugs
- synthetic grass.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- hand collection of waste
- raking
- sweeping
- using a dust-pan and brush
- vacuuming.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Equipment may include:

- accumulation (vacuum dust) bags
- brooms (stiff bristle) e.g. deck fibre or millet
- carpet rake
- dustpan, scoop and brush
- hoses and filters
- vacuum machines:
 - back-mounted units
 - ducted systems
 - floor-based mobile systems
 - mechanical push sweepers
 - wet and dry systems
- vacuum tools:
 - brushes
 - crevice tool
 - floor heads
 - power head
 - upholstery heads
 - variable pile height/adjustable heads.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying

- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting

- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures

- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- beverages (drinks)
- blood
- candle wax
- chewing gum
- food
- glue
- grease/oil
- human waste (faeces, urine, vomit)
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- shoe polish.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- disposable vacuum liner bags
- litter
- obsolete equipment
- packaging
- soil
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL17B Clean a wet area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean a wet area and make it free from soil, odour and hazards. Wet areas include bathrooms, toilets and changing rooms. Areas such as swimming pools, kitchens, laundries and clinics generally require specialised cleaning methods.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of wet areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|----------------------------------|---|
| 1 Assess area to be cleaned | <ul style="list-style-type: none">1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>1.3 Check the operation and condition of <i>fixtures and fittings</i> and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i>1.4 Identify <i>soil</i> and stain type(s) through observation in accordance with the <i>work order</i> and <i>company requirements</i>1.5 Identify any specific areas that require special attention, including graffiti, in accordance with the <i>work order</i> and <i>company requirements</i>1.6 Determine the size and usage pattern of the work site to ensure the safety of, and the minimisation of disruption to, <i>personnel</i> and the efficient use of cleaning <i>equipment</i> and <i>chemicals</i>1.7 Select the most appropriate <i>cleaning technique(s)</i> for the <i>wet areas</i> in accordance with the <i>work order</i> and <i>company requirements</i> |
| 2 Select equipment and chemicals | <ul style="list-style-type: none">2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i>2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> |

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order and OHS and company requirements*
- 3.3 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly *appropriate person(s)*

ELEMENT**PERFORMANCE CRITERIA**

4 Clean work site

- 4.1 Remove all loose *soil* prior to commencing *surface cleaning* in accordance with *work order* and *OHS* and *company requirements*
- 4.2 Clean all *fixtures and fittings* and *surfaces* using appropriate *equipment, chemicals* and *cleaning technique(s)*
- 4.3 Treat any remaining heavy *soil*, graffiti or stained surfaces or report these to the *appropriate person(s)* for follow-up action in accordance with the *work order* and *company requirements*
- 4.4 Launder soiled items in accordance with the *work order* and *company requirements*

5 Replenish consumables and tidy work site

- 4.5 Conduct all work in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 5.1 Replenish *consumables* in accordance with client requests, *work order* and *company requirements*
- 5.2 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 5.3 Remove signage and barriers in accordance with *work order* and *OHS* and *company requirements*

6 Clean, safety-check and store equipment and chemicals

- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*
- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access and re-use in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
- 6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean a wet area to be free from odours, soil and hazards. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with wet areas.
- Accurate identification of the fittings, surfaces and soil types found in wet areas.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of biological and viral control procedures.
- Sterilising procedures.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of the methods for cleaning wet areas.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface and soil types
- sweeping
- damp wiping
- hosing
- washing walls, ceiling and fittings
- squeegeeing
- mopping
- glass cleaning
- replenishing consumables
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service

- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with

- PRMCL01B Maintain a hard floor surface
- PRMCL02B Restore a hard floor surface
- PRMCL15B Maintain furniture and fittings and room dressing.

Resources required to assess this unit

The following resources should be available:

- access to a suitable wet area venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners

- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- buffing
- cobwebbing
- dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning
- sweeping
- wet wiping
- window cleaning.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumable items may include:

- air fresheners
- bin liners
- cloth towels/tea towels

- deodorant blocks
- hand towels (cloth, rolls, sheets)
- personal toiletries where provided
- soap (liquid or bar forms)
- toilet paper.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- absorbent cleaning cloths
- brooms
- buckets
- cleaning trolley
- damp cloths
- doodle bug
- dry cloths
- hose and nozzle
- lint-free cloths
- long-handled brush and dustpan tongs
- mops
- needle hazard disposal unit
- nylon scourers
- scraper
- scrubbing brush
- scrubbing or polishing machines
- toilet brush
- window squeegee
- wringer buckets.

Fixtures and fittings may include:

- bath
- bidet
- cleaner's sluice
- hand basin
- hand dryer
- mirror
- paper dispenser
- personal items product dispenser
- rack
- rubbish receptacle
- shower
- sink
- soap dispenser
- spa

- tap
- toilet bowl, seat and cistern
- trough
- urinal (trough and wall)
- vanity unit.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements

- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)

- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident

- commit a criminal offence
- commit acts of disloyalty such as revealing confidential information
- use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- blood
- cobwebs
- dust
- food, food scraps and residue
- grease
- human waste (faeces, urine, vomit)
- litter
- mould and algae
- mud and dirt
- pen, texta, pencil
- rust
- soap scum.

Surfaces may include:

- ceramics and porcelain
- chrome
- concrete
- glass
- laminates
- metal
- painted
- plastic
- stainless steel
- stone
- terracotta
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- contaminated waste
- liquid waste
- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Wet areas may include:

- bathrooms
- change rooms
- ensuites
- laundries
- pools
- spas
- tea rooms/kitchenettes
- toilets/restrooms
- wash-up areas.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL37A Clean external surfaces

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean external surfaces. This unit covers the planned cleaning of external surfaces as well as the spot cleaning of these surfaces in situations where only a part of the surface is soiled and requires immediate attention e.g. graffiti markings. This unit applies to external surfaces less than two metres high. Surfaces requiring cleaning that are above this height require the use of specialised equipment, cleaning techniques and safety procedures. Some external surfaces, such as sandstone and heritage buildings, may be sensitive and require the use of specialised cleaning methods.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the external surface and the type of surface soiling, and applying an understanding of client requirements and company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. These work functions would be carried out under direct supervision within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned

- 1.1 Assess area to be cleaned and review *work order* in accordance with *company requirements* and clarify any issues with *appropriate person(s)*
 - 1.2 Identify *hazards* and control risks in the work site in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
 - 1.3 Identify type and condition of *external surface* through observation in accordance with *work order* and *company requirements*
 - 1.4 Identify *soil* type on *external surface* through observation in accordance with *work order* and *company requirements*
 - 1.5 Identify work site access arrangements in accordance with *work order* and *OHS* and *company requirements*
 - 1.6 Confirm the most appropriate *cleaning technique(s)* in accordance with *work order* and *company requirements*
 - 1.7 Determine the size and usage pattern of the work site to ensure safety of *personnel* and efficient use of *equipment* and *chemicals*
-

ELEMENT	PERFORMANCE CRITERIA
	1.8 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i>
2 Select equipment and chemicals	<p>2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i></p> <p>2.2 Select <i>equipment and chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS and company requirements</i></p> <p>2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications and company requirements</i></p> <p>2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications and OHS requirements</i></p> <p>2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i></p>
3 Prepare work site	<p>3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS and company requirements</i></p> <p>3.2 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i></p> <p>3.3 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly <i>appropriate person(s)</i></p>
4 Clean work site	<p>4.1 Clean the <i>external surface</i> using appropriate <i>equipment, PPE, chemicals and cleaning technique(s)</i></p> <p>4.2 Conduct all work in accordance with <i>manufacturers' specifications and legislative, OHS and company requirements</i></p>
5 Tidy work site	<p>5.1 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i></p> <p>5.2 Remove signage and barriers in accordance with <i>work order and OHS and company requirements</i></p>

ELEMENT

6 Clean, safety-check and store equipment

PERFORMANCE CRITERIA

- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*
- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
- 6.4 Store chemicals in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean external surfaces. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of external surfaces and the types of soil.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of external surfaces and their characteristic features.
- Knowledge of the range of cleaning equipment and chemicals suitable for external surfaces.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- cleaning techniques for various surface types
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels

- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL36B Clean at high levels.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with a variety of external surface types and soil types
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate surface area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners

- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- hand washing
- pre-spraying
- rinsing
- scraping
- spot cleaning
- squeegeeing.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment:

- 'A' framed ladder
- wet area electrical safety connections
- cleaning equipment:
 - bucket
 - cloths
 - extraction units for contaminated waste
 - garbage bin
 - nylon scourer pad
 - scraper
 - scrubbing brush
 - soft bristle brooms
 - spray bottle
 - squeegee
 - water-fed brooms.

External surfaces may include:

- aluminium
- brick
- ceramic
- concrete
- marble
- metal
- polymer resin
- rendered surfaces
- terrazzo
- wood.

Note: External surfaces in some situations, such as heritage sites, are only cleaned by specialists.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights

- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)

- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public

- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- food and beverage stains
- food grime
- graffiti (ink, texta, paint)
- human waste
- mould and mildew
- mud and soil
- scuff marks.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL38A Clean a food handling area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean in a food handling area where the work does not involve direct food contact. This unit is not appropriate for a person who has direct contact with food and/or raw materials/ingredients.

This unit is based on the guideline food safety unit GFSWFHAA Carry out work in a food handling area.

Food handling areas include food courts and industrial food processing plants.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of food handling areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|----------------------------------|--|
| 1 Assess area to be cleaned | <ul style="list-style-type: none">1.1 Assess the <i>food handling area</i> and review <i>work order</i> in accordance with client requirements, <i>food safety program</i> and <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>1.3 Identify <i>contamination hazards</i> in the work site in accordance with <i>legislative, OHS</i> and <i>company requirements</i>1.4 Identify <i>surface</i> types through observation in accordance with the <i>work order</i> and <i>company requirements</i>1.5 Identify <i>soil</i> type(s) through observation in accordance with the <i>work order</i> and <i>company requirements</i>1.6 Determine the size and usage pattern of the work site to ensure the safety of, and the minimisation of disruption to, <i>personnel</i> and the efficient use of cleaning <i>equipment</i> and <i>chemicals</i>1.7 Select the most appropriate <i>cleaning technique(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i> |
| 2 Select equipment and chemicals | <ul style="list-style-type: none">2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i>2.3 Confirm that <i>equipment</i> and <i>chemicals</i> meet the cleaning and sanitation requirements of the <i>food safety program</i> in accordance with, <i>legislative, OHS</i> and <i>company requirements</i>2.4 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>2.5 Adjust <i>equipment</i> to suit operator's requirements in accordance with |

ELEMENT**PERFORMANCE CRITERIA**

	<i>manufacturers' specifications and OHS requirements</i>
	2.6 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i>
	2.7 Obtain supplies of <i>consumables</i> to meet anticipated usage patterns in accordance with <i>work order and company requirements</i>
3 Prepare self and work site	3.1 Check personal hygiene, clothing and footwear and any health issues or illness meet <i>food safety program, legislative, OHS and company requirements</i>
	3.2 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS and company requirements</i>
	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.4 Identify <i>food safety program</i> requirements related to <i>work order</i> in accordance with <i>OHS and company requirements</i>
	3.5 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site while maintaining food safety	4.1 Follow <i>food safety program</i> and conduct cleaning activities to ensure food safety is maintained in accordance with health regulations, <i>work order and OHS and company requirements</i>
	4.2 Clean all surfaces using appropriate <i>equipment, PPE, chemicals and cleaning technique(s)</i> in accordance with <i>manufacturers' specifications, work order and OHS and company requirements</i>
	4.3 Conduct all work in accordance with <i>legislative, OHS and company requirements</i>
	4.4 Report any identified procedures or practices inconsistent with the food safety program to <i>appropriate person(s)</i>
5 Replenish consumables and tidy work site	5.1 Replenish <i>consumables</i> in accordance with client requests, <i>work order and company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 6 Clean, safety-check and store equipment | <p>5.2 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i></p> <p>5.3 Remove <i>signage and barriers</i> in accordance with <i>work order</i> and <i>OHS and company requirements</i></p> <p>6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i></p> <p>6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i></p> <p>6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications</i> and <i>OHS and company requirements</i></p> <p>6.4 Store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS and company requirements</i></p> |
|---|--|

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean in a food handling area. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Access and apply workplace information on food safety policies and procedures relating to own work.
- Accurate identification of the hazards associated with food handling area.
- Accurate identification of the surfaces and soil types found in food handling.
- Compliance with company and legislative requirements.
- Fit and use appropriate personal protective clothing and equipment as required by work tasks to meet food business requirements.
- Identification of food safety hazards in work area.
- Maintain housekeeping standards in the food handling area and dispose of waste to meet food-handling requirements.
- Maintain personal conduct and hygiene to ensure that food safety is not compromised.
- Outcomes achieved in relation to customer work order and company requirements.
- Recognise and report situations or procedures that could compromise food safety.
- Report health conditions and illness as required by workplace food safety procedures.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.
- Take necessary precautions when moving between or around the workplace and/or from one task to another to minimise risk of food contamination.
- Wear and maintain appropriate clothing and footwear as required by work task to meet food safety procedures.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Access to workplace information on food safety policies and procedures.
- Sources of advice on food safety issues and responsibilities in the workplace.
- Personal hygiene practices, clothing and footwear requirements associated with working in and moving in and between food handling areas and in moving between food handling and non-food handling areas.
- Suitable equipment, chemicals and other chemicals for use in the food handling area, including a knowledge of unsuitable equipment and materials e.g. breakable and/or dirty equipment and materials.
- Types of contamination and prevention methods.
- Cleaning and sanitation requirements.
- Waste collection, recycling and handling procedures.
- Knowledge of the range of cleaning equipment, chemicals and cleaning methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.

- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface type
- dusting, cleaning, polishing and buffing techniques
- replenishing consumables
- applying correct manual handling techniques
- communicating concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL01B Maintain a hard floor surface.

Resources required to assess this unit

The following resources should be available:

- access to a suitable food handling work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to food safety policies and procedures relevant to the workplace
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners

- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- buffing
- damp dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning
- sweeping
- wet wiping
- window cleaning.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air fresheners
- bin liners
- cloth towels/tea towels
- disposable gloves

- hair nets
- hand towels (cloth, rolls and sheets)
- serviettes
- soap (liquid or bar forms).

Contamination hazards include:

- chemical contamination caused by cleaning and sanitation chemicals
- microbiological contamination resulting from cross-contamination when moving into and between food handling areas
- physical contamination caused by metal, glass, plastic and cloths.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- absorbent cleaning cloths
- brooms
- buckets
- cleaning trolley
- damp cloths
- doodle bug
- dry cloths
- hose and nozzle
- lint-free cloths
- long-handled brush and dustpan tongs
- mops
- needle hazard disposal unit
- nylon scourers
- scraper
- scrubbing brush
- scrubbing or polishing machines
- toilet brush
- window squeegee
- wringer buckets.

Food handling areas include:

- dispatching food
- handling food
- inspecting food
- packaging food
- preparing food
- processing
- receiving food
- storing food
- transporting food.

Food safety program identifies the food safety hazards that may be reasonably expected to occur in all food handling operations of a food business and:

- identifies where and how each hazard can be controlled
- describes how the controls are monitored
- describes the corrective actions required if conditions are not met
- specifies the information to be recorded and the procedures to be signed off
- must comply with relevant national, state and industry legislation and regulations
- includes the responsibilities for any person visiting and/or working in a food handling area
- specifies minimum procedures to ensure any person does not:
 - contaminate food
 - have unnecessary contact with ready-to-eat food
 - spit, smoke or use tobacco or similar in a food handling area (refer Food Safety Standard 3.2.2, Clause 17:3 and state regulations/legislation).

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps

- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

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- equipment operational manuals
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- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE

- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care

- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- blood
- dust
- food, food scraps and residue
- grease
- human waste (faeces, urine, vomit)
- litter
- mould and algae
- mud and dirt
- pen, texta, pencil
- rust
- soap scum
- syringes.

Surfaces may include:

- ceramics and porcelain
- chrome
- concrete
- glass
- laminates
- metal
- painted
- plastic
- stainless steel
- stone
- terracotta
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date

- cloths
- contaminated waste
- food leftovers/scraps
- liquid waste
- litter
- obsolete cleaning equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PUAFIR209B Work safely around aircraft

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor	This unit applies to any personnel involved in working on the ground around aircraft.
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Application of the Unit

Application of the Unit	<p>The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.</p> <p>This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s	Nil
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Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element.
Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Work safely in the vicinity of aircraft	<p>1.1 <i>Suitable, visible clothing and protective equipment</i> are used</p> <p>1.2 Appropriate <i>precautions</i> and clearances are followed when operating on or near aircraft movement areas</p> <p>1.3 Any approach to an operating <i>aircraft</i> is made according to the organisation's procedures, from an angle visible to the pilot or flight crew and with approval of the pilot or flight crew</p> <p>1.4 Adequate clearance is maintained from propellers, rotors and/or turbine engines, exhaust gases and engine intakes</p> <p>1.5 Activities anticipate the typical <i>manoeuvring patterns</i> of aircraft</p> <p>1.6 Any instructions or signals from pilots or staff controlling aircraft are complied with</p> <p>1.7 <i>Site hazards</i> are identified</p>
2. Facilitate safe ground support	<p>2.1 <i>Appropriate precautions</i> are observed when positioning vehicles or equipment close to aircraft</p> <p>2.2 Aircraft design features are respected while boarding, loading or handling aircraft</p> <p>2.3 Instructions from pilots, the organisation's staff coordinating aircraft operations, organisation's procedures and placards are followed during ground support operations</p> <p>2.4 Aircraft loading is supervised by the pilot or flight crew member and complies with the appropriate weight, balance and loading system</p> <p>2.5 Areas are designated and separated according to site features and the specific operations being conducted</p> <p>2.6 Fitting of equipment to an aircraft is conducted under the pilot's supervision and with the appropriate regulatory approvals</p> <p>2.7 Aircraft fuels, oils, and supplies are stored and handled according to regulatory requirements and the organisation's procedures</p> <p>2.8 Any suspected defects or hazards to aircraft or equipment are reported to the pilot or other appropriate supervisor</p>

ELEMENT

PERFORMANCE CRITERIA

2.9 Appropriate aerodrome regulations are complied with

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

Use of specialist aviation support equipment

Required Knowledge

aircraft familiarisation

aerodrome familiarisation

aerodrome working and lighting

aircraft movement characteristics

overview of aircraft performance, operation, loading and refuelling precautions

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential for this unit that competence be demonstrated in:

compliance with regulatory requirements and the organisation's procedures; identification of hazards, and precautions effected on a consistent, conscious and continuing basis; detailed knowledge of procedures for unusual events

Actions are driven by an overriding concern for safety and quality rather than minimal observance of requirements

Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Context of and specific resources for assessment

Context of assessment

On the job or in a simulated work environment

Specific resources for assessment

Access to actual or simulated aircraft and aerodrome facilities

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Aircraft may include	aeroplanes helicopters unmanned aerial vehicles other airborne vehicles
Suitable visible clothing and protective equipment may include	high visibility overalls/vests use of lighting or beacons hand, eye, ear and foot protection
Appropriate precautions while manoeuvring may include	fixed wing and helicopter marshalling observing aerodrome limits ground markings/lighting avoidance of obstructions/hazards and navigation aids clearances (radio) advisory instructions light signals
Safety equipment may include	first aid fire extinguisher ear muffs eye goggles protective overalls protective boots respiratory protection signalling devices head protection
Site hazards may include	wires/powerlines/fences live stock native fauna masts/aerials

RANGE STATEMENT

	terrain
	weather conditions
	level of visibility
	public
	trees
	dust
Anticipation of manoeuvring patterns may include	circuit procedures
	take-off, approach and landing characteristics
	ground manoeuvring capabilities
	special procedures (eg. at night or in poor weather conditions)
Protection against hazards may include	hand, eye, ears and foot protection
Operational procedures for approaching aircraft may include	maintaining visibility with pilot or flight crew
	compliance with pilot or flight crew instructions
	compliance with operational placards
Aircraft controllers may include	pilot
	flight crew
	ground support supervisor
	aircraft coordinating personnel

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s Nil

SITTTSL007A Receive and process reservations

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit does not cover specific selling skills required by reservations or call centre staff, nor does it cover the use of a computerised reservation system to manage reservations. These skills are covered by SITTTSL005A Sell tourism products and services and SITTTSL010A Control reservations or operations using a computerised system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit describes a key sales function for a diverse range of domestic and international tourism and hospitality products and services. It applies to those tourism operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This would include airlines, car rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers and attractions and theme parks. Reservations personnel may be involved in a direct selling role to the consumer but are very often engaged in selling to some sort of tourism industry agent.

Reservations are processed for a particular product or service or for a whole product range and would normally be processed and managed within a computerised system but some small business operators would use a manual system.

This unit applies to those frontline sales personnel who operate with some level of autonomy or under limited supervision and guidance from others and is undertaken by people such as reservations sales agents, reservations consultants, call centre consultants, booking officers and owner-operators of small tourism businesses.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Receive reservation request.	<ul style="list-style-type: none">1.1 Determine the availability of the requested reservation and advise this to customer.1.2 Offer alternatives if the requested booking is not available, including waitlist options.1.3 Answer enquiries regarding costs and other product features.
2 Record details of reservation.	<ul style="list-style-type: none">2.1 Accurately record customer details against their reservation in a manner that ensures correct interpretation by others who may access the reservations details.2.2 Check for and make use of customer profile or history, if available, and use information to assist in making the reservation and enhancing customer service.2.3 Clearly record any special requests according to organisation requirements.2.4 Confirm all details of the booking with the customer and ensure that they understand and agree to all details.2.5 File the reservation in a manner that ensures easy access by others and according to organisation

procedures.

- 2.6 Prepare and issue **documents** and other material to the customer according to requirements of the specific reservation.
- 3 Update reservations.
 - 3.1 **Update the financial status of the reservation** accurately and according to organisation procedures.
 - 3.2 Receive, process and record any amendments to or cancellations of reservations according to customer request and organisation procedures.
- 4 Advise others on reservation details.
 - 4.1 Communicate **general and specific customer requirements and reservation details** to appropriate departments and colleagues.
 - 4.2 Compile and provide accurate and relevant reservation statistics on request.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

verbal and written use of the 24-hour clock and ability to translate for customers

verbal and written use of reservation jargon, system and product codes

literacy skills to read and interpret reservation information such as customer files, customer requests and complex product and costing information

writing skills to create customer files and succinctly document complex customer requests and any conditions specifically applicable to reservations

numeracy skills to prepare and present reservation statistics.

The following knowledge must be assessed as part of this unit:

in-depth product knowledge appropriate to the specific industry sector and product being sold

reservations and bookings terminology

relationships between different sectors of the tourism industry that relate to reservations, including sources of reservations

working knowledge of the principles underpinning the particular reservations system in use.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

ability to make accurate reservations according to established systems and procedures and within typical workplace time constraints

ability to receive and process multiple reservations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity

understanding of the different sources of reservations and the industry interrelationships that apply

project or work activities that show the candidates' ability to receive and process reservations within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped industry-realistic office environment using appropriate telephones, computers and printers

access to a computerised or manual reservations system currently used by tourism and hospitality industry operators to control the reservations function for the supply of their product or service

use of industry-current reservations documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

direct observation of the candidate receiving and processing reservations

evaluation of integrated activities completed by the candidate, including sourcing information on products, selling products, providing quotations and issuing documents

evaluation of reservations documentation and booking data generated by the candidate

activities to assess ability to process differing types of reservations, including booking, retrieving and amending a series of bookings

written and oral questioning or interview to test knowledge of the principles

underpinning reservations procedures and the relationships between different sectors of the tourism industry

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL005A Sell tourism products and services

SITTTSL006A Prepare quotations

SITTTSL010A Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Customers may be: industry customers, e.g. retail travel
consultants and inbound tour companies or
operators
end users of the service, i.e. the consumer.

Customer details may be recorded using: a computer file
a manual file.

Reservation: may be made by:
phone
facsimile
mail
face-to-face
internet
may be for:
individuals
groups
VIPs
conference delegates.

Customer profiles may include:

- full name and title
- address
- phone, fax, email and other communication methods
- special requirements
- amount of business generated by the customer
- usual method of payment.

Documents issued to customers may include:

- invoices
- credit notes
- receipts
- service vouchers
- confirmation letters
- information packs.

Updating the financial status of the reservation may include:

- receiving, processing and recording payments
- generating and issuing invoices and credit notes for changed reservations
- checking and recording that the reservation has been fully paid.

General and specific customer requirements and reservation details may include:

- special requests
- timing details
- special needs
- payment arrangements
- information of a style of customer, e.g. special interest group or VIP status
- details of other services being used.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL009A Process travel-related documentation

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process a range of travel documentation commonly used or issued within the tourism industry. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

Travel-related documents can include air tickets. In most States and Territories, organisations that issue air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing and ticketing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. It applies to all organisations where travel and tourism documents are issued to customers or tour delivery staff. Documentation can be administered using a computerised or manual system.

The unit applies to frontline operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers and operations coordinators. Some larger organisations such as tour wholesalers support a documentation department staffed by industry entry-level documentation officers or clerks who may require more supervision.

The range of products and services and complexity of documents will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITTSL002A Access and interpret product information.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret information required for processing of documentation.	<ul style="list-style-type: none">1.1 Identify deadline for preparation and despatch of documents.1.2 Interpret existing reservation data held for the customer to identify all customer details correctly.1.3 Identify and interpret details of specific products and services that have been sold and confirmed to the customer and check prices quoted.1.4 Identify confirmed bookings held for customers and costs quoted by product and service suppliers.1.5 Identify sources of general information required to issue all necessary documents.1.6 Check payment status and take appropriate action.1.7 Check for and report any discrepancies in costs quoted to the customer and actual cost of services and take any follow-up action required to collect shortfall.

- 1.8 Identify any operational documents required by personnel involved in delivering the tourism product.
- 2 Process documentation.
 - 2.1 Prepare complete and accurate **documentation** within designated timeframes.
 - 2.2 Record required details on documentation with accuracy and according to the conditions applicable to the product.
 - 2.3 Make appropriate calculations and record any required costs within documents.
 - 2.4 **Action payment required by the supplier** at the appropriate time according to organisation procedures.
 - 2.5 Check all documentation for accuracy prior to issue and amend as necessary.
 - 2.6 Process, file and despatch **copies of documents** according to organisation and supplier procedures and requirements.
 - 2.7 Despatch documents according to customer and organisation requirements.
 - 2.8 Reissue documentation where appropriate and process any required refunds or additional payments required according to conditions applicable to the product.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of customer and operational requirements

interpretation of quotations previously supplied to customer

literacy skills to read and interpret reservation and operational data, read and interpret complex itineraries and product information, and prepare accurate and clearly expressed travel-related documents

numeracy skills to calculate costs quoted to the customer, check payment status of customer files and issue documents with correct monetary value.

The following knowledge must be assessed as part of this unit:

procedures and principles underpinning the processing of documentation

documentation types and standard formats used in the tourism industry

basic product knowledge appropriate to the specific industry sector

relationships between different sectors of the tourism industry in relation to requirements for and acceptance of tourism documentation

basic understanding of the negotiated costs, contractual arrangements and preferred supplier arrangements in place.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

ability to interpret and confirm the customer's requirements

ability to identify any documents required by operational or delivery personnel

ability to process and issue accurate tourism documentation

ability to process a range of different tourism product, service or operational documentation for multiple customer, tour or event files and ideally as a component of integrated work activity

understanding of the principles that apply to the processing of any type of documentation

project or work activities that show the candidates' ability to process tourism documentation within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes

issuing of documentation within typical workplace time constraints and the deadlines determined by the customer and the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to control documentation functions **or** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors

use of customer and operational file types showing reservations or operational data as the basis for the issuing of documentation

use of industry-current documents, such as itineraries, vouchers and confirmation letters

where assessment covers air documents and tickets, the use of industry-current airline or consolidator documentation, computer data, schedules, tariffs and bulletins outlining rules, conditions and regulations

for air tickets, the use of the full range of International Air Transport Association (IATA) actual or training facsimile air documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and booking supplier services

review of documents processed by the candidate

case studies or project activities to assess candidate's ability to issue different types of documents in different operational circumstances and for varying customer requirements

written and oral questioning or interview to test knowledge of the principles underpinning the issuing of documentation, requirements for various types of documents and relationships between different sectors of the tourism industry

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL008A Book and coordinate supplier services

SITTTSL010A Control reservations or operations using a computerised system

SITTTSL012B Construct domestic airfares

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITTTSL015A Construct advanced international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Documents may be produced:

- manually
- using a computer.

Reservation data for the customer may be:

- a computer file
- a manual file.

Customer details may include:

- name
- age
- special requirements to be noted on documents
- agent's details
- address for delivery of documents
- date required for delivery of documents.

Products and services may be:

domestic
international.

Sources of general information required to issue all necessary documents may include:

timetables
brochures
price schedules
contracts with suppliers
centralised reservations system (CRS)
database of product suppliers and their details
internet sites
visa guides
air travel information such as:
airline schedules and timetables
airline fare manuals
tariffs from airlines
tariffs from consolidators
special bulletins issued by airlines and consolidators.

Documentation:

may include:

air travel documents such as e-tickets,
multi-purpose document (MPD), credit card
charge forms and exchange tickets

accommodation vouchers

bus, coach or other form of transportation
tickets

car hire and motor home vouchers

cruise vouchers

tour vouchers

vouchers for attraction or theme park entry

vouchers for any tourism product or service
meeting or event confirmation letters

delegate information packs

travel insurance documentation

confirmation letters

letters outlining terms, conditions and
liability restrictions

letters advising sources of information
relating to health, safety and regulatory
issues for the customer's attention

product disclosure statements

letter of commission disclosure

confirmation vouchers

commission vouchers

visa and passport forms

visas and passports

travellers cheque requests

passenger itineraries

operational itineraries for crew

briefing notes for crew

passenger lists

rooming lists

sales returns

may be produced for:

a single product or service
multiple products and services making up a complete itinerary
inclusive tours or optional tours
groups
individuals
guests or delegates
one-off touring arrangements
series tours
incentive tours
meetings
conferences.

Actioning payments required by the supplier may involve:

requesting payment from the accounts department, e.g. cheque requisition or purchase order
self-administering the payment:
issuing a miscellaneous charges order
sending payment by cheque or electronic transmission.

Copies of documents may be for:

file
accounts department
operational personnel involved in the delivery of a tour, e.g. tour guide and driver
supplier of the service.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL010A Control reservations or operations using a computerised system

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions.

The unit concentrates on the specific computer skills required to apply many tourism operational functions. This unit does not cover specific core sales and operational skills which are fully covered in other individual units, such as SITTTSL005A Sell tourism products and services, SITTTSL006A Prepare quotations and SITTTSL009A Process travel-related documentation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors.

These industry sectors use a diverse range of computerised systems to manage reservations, operations and sales administration functions, so the system will vary depending upon the organisation and industry sector.

This unit covers the use of the industry-wide systems known as computerised or centralised reservations system (CRS) and global distribution system (GDS) commonly used by retail travel agencies when booking a suppliers service. It covers systems used by accommodation providers and tour operators when receiving and processing reservations for the supply of their product or service. It also covers other industry-wide systems used

by inbound tour operators, outbound tour wholesalers and meetings and events management organisations. It can equally apply to any organisation-based computerised reservations or operations system.

The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, reservations sales agents and owner-operators of small tourism businesses.

The range and complexity of products and services and the particular reservations or operations system will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored. Training and assessment programs must be contextualised to meet the requirements of the specific industry sector and specific computerised systems and must allow for learners who have moved from one computer system to another to participate in retraining.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Access and manipulate system information.	1.1 Access and interpret system displays. 1.2 Use all system features to access a range of information .
2 Create and process reservations.	2.1 Check availability of required booking according to system functions and requirements. 2.2 Create new reservations containing accurate customer details and full requirements according to system procedures and features. 2.3 Input all customer details in the format required by the computer system. 2.4 Retrieve bookings as required, using the format required by the computer system. 2.5 Make accurate updates and amendments to reservations and store as required. 2.6 Download and print any required reservation details.

- 3 Send and receive communications.
 - 3.1 Create and process accurate communications to **industry colleagues** using the required features of the system.
 - 3.2 Access and interpret communications from industry colleagues at the appropriate time.
- 4 Administer sales and operations functions using the system.
 - 4.1 Use the **system capabilities** to meet the **particular sales or operational need**.
 - 4.2 Use the system capabilities to manage all required **accounting processes that relate to a particular file, customer or reservation**.
 - 4.3 Produce **reports** to meet sales and operational needs.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

basic computer and keyboarding skills

literacy skills to read and interpret complex product information controlled by the system which can include costs, terms and conditions of their sale; read, interpret and use system codes

writing skills to input reservation or operational data accurately

numeracy skills to interpret statistical data within the various reports produced and manage the accounting processes that relate to a particular file, customer or reservation.

The following knowledge must be assessed as part of this unit:

role of computerised reservations and operations systems within the tourism and hospitality industry

range of products and services controlled by the computer system

range of sales, operational and accounting functions that can be controlled by the system

procedures and codes required to enter and exit a system

common computerised reservation and operational entries, including encodes and decodes mandatory fields

requirements for specific formatted entries

procedures for confirming, storing and retrieving reservations or operational data

procedures for amending and cancelling reservations

procedures for sending and receiving messages.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

ability to use the features of a computerised reservations or operations system correctly and efficiently

ability to accurately operate a computer reservations system to make and process bookings in response to multiple customer requests covering a range of tourism products and services, ideally as a component of integrated work activity

ability to use a full range of system administrative capabilities relevant to the job role

project or work activities that show the candidates' ability to operate a computerised reservation or operations system used within the particular industry sector in which they are working or seeking work

completion of reservation or operational activities within typical workplace time constraints.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs and publications

access to a computerised reservations or operations system currently used in the tourism or hospitality industry to control the agent to supplier booking function or an organisation-based computerised reservations system that controls the supplier's reservations or operations function.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, accessing product information, selling products, providing quotations and issuing documents and air tickets

direct observation of the candidate using the various features of a computerised reservations or operations system to book, retrieve and amend a series of bookings

case studies to assess ability to complete the booking process using a computerised reservations or operations system for different tourism products, services and customers

use of emulator reservations programs to assess candidate's ability to use all the functions of a computerised reservations system in simulator mode

evaluation of booking data generated by the candidate in response to different customer situations

written and oral questioning or interview to test knowledge of the role of computerised reservations or operations systems within the industry

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

This unit underpins effective performance in a range of sales and operational activities and combined assessment with any related Tourism Sales and Operations units is strongly recommended, for example:

SITTISL001A Operate an online information system

SITTTSL002A Access and interpret product information

SITTTSL006A Prepare quotations

SITTTSL007A Receive and process reservations

SITTTSL008A Book and coordinate supplier services

SITTTSL009A Process travel-related documentation

SITTTSL011A Maintain a product inventory.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

System may be:

industry wide
organisation-specific
CRS
GDS
reservations-based
operations-based.

Information may include:

costs of any tourism product or service, such as tours, hotels and rental cars
airfares
airport taxes
availability of products or services
size of vehicles
touring inclusions
product information
product rules
payment requirements
health
customs and immigration
general industry information.

Reservations:

can be made for the diverse range of products and services offered within the tourism industry, including:

airline seats

hotel rooms and other accommodation

rental cars and other vehicles

transportation

transfers

entertainment

tours

cruises

entrance to attractions or sites

travel insurance

tour guiding services

activities

meals

functions

special items with customer's corporate branding

special events

venue facilities

convention facilities

speaker services

audiovisual services

meeting or event equipment

special event consumable items

food, beverage and catering

may be created for:

groups

individuals

tour guides, crew and other touring personnel

domestic tourists

outbound tourists

inbound tourists

meetings and conference delegates
events attendees.

Updates and amendments to reservations
may involve:

adding additional customers
splitting an existing reservation
cancelling a booking
changing an itinerary by adding or deleting
products or services
changing customer names, if permitted
cross-referencing multiple bookings
entering invoicing details
entering payment details
entering ticketing or voucher details.

Industry colleagues may include:

any product or service supplier with whom
the reservation is being made, such as airline
and rental car company
other organisation departments needing
access to reservations or operations
information.

System capabilities may relate to:

sales management functions
operational management functions.

Particular sales or operational need may include:

providing destination and specific product information and advice

accessing and interpreting product information

selling tourism products to the customer

preparing quotations

constructing airfares

booking and coordinating a supplier service for the customer

issuing customer travel documentation

issuing crew documentation, e.g. operational or technical itineraries

issuing air tickets

organising functions

processing and monitoring meeting or event registrations

purchasing promotional products

hiring special equipment.

Accounting processes that relate to a particular file, customer or reservation may include:

processing financial transactions

issuing invoices

issuing credit notes

managing the receipt of customer payments and refunds

reconciling all financial transactions

managing the application of transaction fees.

Reports may be:

specific to a department
cover the whole organisation
relate to sales generated by individual staff members
accounting reports
sales reports
reservation reports
cost comparisons for various product suppliers
usage rates for various product suppliers
used to negotiate rates
used to determine currency of information held in the system.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL012A Construct domestic airfares

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to construct air itineraries and cost airfares correctly for domestic air travel. It requires the ability to interpret airfare information accurately and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in the unit SITTTSL009A Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for the sale of domestic airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism organisation must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret domestic airfare information.	<p>1.1 Identify and access sources of fare information.</p> <p>1.2 Interpret information on air itineraries, fares and fare rules, including airport codes, airline codes, fare types and classes, normal fares, concession fares, promotional fares, taxes, general air travel rules and restrictions and conditions applicable to specific fares.</p>
2 Configure air itineraries and cost domestic airfares.	<p>2.1 Configure air itineraries to create optimum airfare cost.</p> <p>2.2 Configure domestic air itineraries and calculate domestic fare costs accurately and according to enterprise procedures.</p> <p>2.3 Calculate any additional taxes, fees and other charges.</p> <p>2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.</p> <p>2.5 Record full details of the calculated fare.</p>

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of fare schedules and other airline or consolidator guidelines

interpretation of rules and conditions applicable to fares

interpretation of current airline and IATA regulations

literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions

numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems

encoding and decoding of domestic airport and airline codes

how to access information on different types of current fares and applicable rules and conditions, especially most popular and currently available promotional fares

how to access information on current airline and IATA regulations.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

knowledge of how to access information on the current range of domestic airfares and ability to interpret conditions applicable to specific fares

knowledge of how to construct sector fares, promotional fares and fares incorporating non-stop, direct and connecting services

ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares

ability to calculate domestic airfares accurately in response to multiple customer requirements covering a range of different air routes

completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare calculations

use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents

fare construction activities and case studies to assess ability to construct and cost domestic airfares for different routes and to meet varying customer requirements

review of fare calculation worksheets completed by the candidate

written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTISL005A Sell tourism products and services

SITTISL009A Process travel-related documentation.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- global distribution system (GDS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on air itineraries:

- non-stop services
- direct and connecting services
- minimum connecting times.

Concession fares may include those for:

- infants
- children
- students
- pensioners
- groups
- seamen
- carers
- military personnel.

Taxes may include:

domestic head tax

noise tax

GST.

Conditions applicable to specific fares may include:

payment deadline

ticketing deadline

extensions to ticketing deadline

cancellation charges

availability of any type of change to the air itinerary

availability of changes to class of travel

amendment fees

baggage allowance

excess baggage charges

restricted articles in baggage

time limits for passenger name records (PNRs).

Configure air itineraries must ensure coverage of the following types of fares:

sector fares

promotional fares

fares incorporating non-stop, direct and connecting services

fares incorporating airport and other taxes.

Calculation of domestic fare costs may be completed:

manually

using a computer.

Fees may include:

service fee
transaction fee
air itinerary preparation fee
loyalty program (e.g. frequent flyer)
redemption fee
courier fee
credit card fee
communication fee.

Record of the calculated airfare may involve use of: manual format
linear format.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL013A Construct normal international airfares

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost normal international airfares. It requires the ability to interpret airfare information accurately and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in SITTTSL009A Process travel-related documentation.

In most States and Territories, any organisation that sells air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret international airfare information.	1.1 Identify and access sources of international fare information .
	1.2 Interpret information on international air itineraries, fares and fare rules .
2 Configure air itineraries and cost international airfares.	2.1 Configure air itineraries to create the optimum airfare cost accurately and according to IATA regulations.
	2.2 Configure international air itineraries and calculate international fare costs accurately and according to IATA regulations.
	2.3 Calculate any additional taxes , special fees and other charges.
	2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
3 Construct fares incorporating add-ons.	3.1 Correctly interpret add-on tables.
	3.2 Calculate through fares, incorporating add-ons and document according to IATA procedures.
	3.3 Record full details of the calculated international fares.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of fare schedules and other airline or consolidator guidelines

interpretation of rules and conditions applicable to fare

interpretation of current airline and IATA regulations

literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable general air travel rules and restrictions

numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems

encoding and decoding of airport and airline codes

how to access information on different types of current fares and the applicable rules and conditions

how to access information on current airline and IATA regulations

normal fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

knowledge of how to access information on the current range of international airfares and ability to interpret the conditions applicable to specific fares

ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares

ability to create practical air itineraries in response to customer requirements

ability to calculate normal international airfares accurately in response to multiple customer requirements covering a range of different air routes

completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills using appropriate computers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations

use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents

fare construction activities and case studies to assess ability to construct and cost normal international airfares for different routes and to meet varying customer requirements

review of fare calculation worksheets completed by the candidate

written and oral questioning or interview to test knowledge of general air travel rules and restrictions applicable to normal international airfares

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL005A Sell tourism products and services

SITTTSL009A Process travel-related documentation

SITTTSL014B Construct promotional international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of international fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- global distribution system (GDS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on international air itineraries, fares and fare rules must include:

- airport codes
- airline codes
- fare types and classes
- IATA areas
- global indicators
- international airline terminology
- IATA terminology and definitions
- normal fares
- concession fares, which may include those for:
 - infants
 - children
 - students
 - pensioners
 - groups
 - seamen
 - carers
 - military personnel
- taxes and surcharges
- general air travel rules and restrictions, which may include:
 - payment deadline and ticketing deadline
 - extensions to ticketing deadline
 - cancellation charges
 - availability of any type of change to the air itinerary
 - availability of changes to class of travel
 - amendment fees
 - baggage allowance
 - excess baggage charges.

Information on international air itineraries, fares and fare rules may include:

non-stop services
direct and connecting services
minimum connecting times
route maps.

Configure air itineraries:

must include coverage of the following types of fares:

sector fares

fares incorporating open-dated travel and surface segments

fares incorporating non-stop, direct and connecting services

fares incorporating intermediate points

fares incorporating airport and other taxes

must include coverage of the following types of calculations and checks:

neutral units of construction (NUA)

local currency fares (LCF)

global indicators (GI)

mileage system:

maximum permitted mileages (MPMs)

ticketed point mileages (TPMs)

extra mileage allowance (EMA)

excess mileage surcharges (EMS)

higher intermediate points (HIPs)

one way backhaul checks (BHA)

circle trip minimum fare checks (CTM).

Calculation of international fare costs may be completed:

manually
using a computer.

Taxes may include:

domestic head tax
noise tax
fuel surcharge
Q surcharge.

Fees may include:

service fee
transaction fee
air itinerary preparation fee
loyalty program (e.g. frequent flyer)
redemption fee
courier fee
credit card fee
communication fee.

Record of calculated airfare may involve use of:
manual format
linear format.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL014A Construct promotional international airfares

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost promotional or special international airfares. It requires the ability to interpret airfare information accurately and configure air itineraries which create optimum airfare costs. This unit does not include ticketing which is found in the unit SITTTSL009A Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITTTSL013B Construct normal international airfares.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret promotional airfare information.	1.1 Identify and access sources of international promotional fare information .
	1.2 Interpret information on international promotional air itineraries, fares and fare rules .
	1.3 Interpret information on nett fares.
2 Configure air itineraries and cost promotional airfares.	2.1 Configure air itinerary to create optimum airfare cost .
	2.2 Configure international air itineraries, select and calculate international promotional fare costs with complete accuracy and in accordance with the applicable rules and regulations.
	2.3 Calculate add-on charges, any additional taxes , special fees and other charges.
	2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
	2.5 Record full details of the calculated international promotional fare.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of fare schedules and other airline or consolidator guidelines

interpretation of rules and conditions applicable to fares

interpretation of current airline and IATA regulations

literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions

numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems

encoding and decoding of airport and airline codes

role of nett fares

how to access information on the different types of current international fares and the applicable rules and conditions, especially the most popular and currently available promotional international fares

how to access information on current airline and IATA regulations

promotional fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

knowledge of how to access information on the current range of international airfares and ability to interpret conditions applicable to specific fares

ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares

ability to create practical air itineraries in response to customer needs

ability to calculate promotional international airfares accurately covering a range of different air routes and to meet varying customer requirements

completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations

use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and issuing documents

fare construction activities and case studies to assess ability to construct and cost promotional international airfares for different routes and to meet varying customer needs

review of fare calculation worksheets completed by the candidate

written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTISL005A Sell tourism products and services

SITTISL009A Process travel-related documentation.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of international promotional fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on international promotional air itineraries, fares and fare rules must include:

airport codes
airline codes
fare types and classes
IATA areas
global indicators
international airline terminology
IATA terminology and definitions
taxes and surcharges, including:
domestic head tax
noise tax
GST
fuel surcharge
Q surcharge

general air travel rules and restrictions
conditions applicable to specific fares, which may include:
payment deadline
ticketing deadline
extensions to ticketing deadline
cancellation charges
availability of any type of change to the air itinerary
availability of changes to class of travel
amendment fees
baggage allowance
excess baggage charges.

Information on international promotional air itineraries, fares and fare rules may include:

non-stop services
direct and connecting services
minimum connecting times
route maps.

Configure air itinerary must include the following types of fares:

sector fares
fares incorporating open dated travel and surface segments
fares incorporating non-stop, direct and connecting services
fares incorporating intermediate points
nett fares
fares incorporating airport and other taxes.

Airfare cost may be calculated:

manually
using a computer.

Calculate international promotional fare costs must include the following types of calculations and checks:

neutral units of construction (NUA)
local currency fares (LCF)
global indicators (GI)
mileage system:
maximum permitted mileages (MPMs)
ticketed point mileages (TPMs)
extra mileage allowance (EMA)
excess mileage surcharges (EMS)

higher intermediate points (HIPs)
circle trip minimum fare checks (CTM).

Taxes may include:

domestic head tax
noise tax
fuel surcharge
Q surcharge.

Fees may include:

service fee
transaction fee
air itinerary preparation fee
loyalty program (e.g. frequent flyer)
redemption fee
courier fee
credit card fee
communication fee.

Record of the calculated airfare may involve use of: manual format
linear format.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

SITTTSL015A Construct advanced international airfares

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost fares using advanced international airfare rules and procedures. It requires the ability to accurately interpret airfare information and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in SITTTSL009A Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITTTSL013B Construct normal international airfares.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Construct mixed class fares.	<ul style="list-style-type: none">1.1 Identify options where mixed class combinations are allowed and appropriate to meet customer needs.1.2 Configure air itineraries and calculate mixed class fare costs accurately and in accordance with IATA regulations.
2 Apply minimum checks.	<ul style="list-style-type: none">2.1 Apply minimum checks to appropriate itineraries.2.2 Calculate fares and document according to IATA procedures.
3 Calculate international pre-paid ticket advices.	<ul style="list-style-type: none">3.1 Calculate pre-paid ticket advice for journeys commencing outside the country of sale according to IATA procedures.
4 Apply indirect travel limitation rules.	<ul style="list-style-type: none">4.1 Calculate sectorised journeys and side trips with complete accuracy and document according to IATA procedures.
5 Construct round the world journeys.	<ul style="list-style-type: none">5.1 Identify situations where round the world fares are appropriate to meet the needs of the customer.5.2 Accurately calculate fares and apply round the world minimum checks according to IATA procedures.

- 6 Construct fares for open jaw journeys.
 - 6.1 Identify options where open jaw journeys are allowed and appropriate to meet the needs of the customer.
 - 6.2 Accurately calculate open jaw journey fares according to IATA procedures.
- 7 Apply the pricing unit concept.
 - 7.1 Divide a single or return fare journey into separate pricing units.
 - 7.2 Calculate the lowest combination of fares for a series of pricing units.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of fare schedules and other airline or consolidator guidelines

interpretation of rules and conditions applicable to fares

interpretation of current airline and IATA regulations

literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions

numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems

encoding and decoding of airport and airline codes

how to access information on the different types of current international fares and the applicable rules and conditions

how to access information on current airline and IATA regulations

advanced fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

knowledge of how to access information on the current range of international airfares and ability to interpret conditions applicable to specific fares

ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares

ability to apply advanced international airfare rules and procedures

ability to accurately calculate multiple airfares covering range of different air routes, using advanced rules and procedures, and to meet varying customer requirements

completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations

use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

fare construction activities and case studies to assess ability to apply advanced fare construction principles to different circumstances and customer requirements

review of fare calculation worksheets completed by the candidate

written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL005A Sell tourism products and services

SITTTSL009A Process travel-related documentation

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Configure air itineraries must include the following types of fares:

through fares incorporating add-ons
mixed class fares
round the world fares
round, circle and open jaw trips
fares incorporating intermediate points
fares incorporating sectorised journeys and side trips
fares incorporating airport taxes and other surcharges, which may include:
domestic head tax
noise tax
fuel surcharge
Q surcharge.

Calculate fares must include coverage of the following types of calculations and checks:

- neutral units of construction (NUA)
- local currency fares (LCF)
- global indicators (GI)
- journeys commencing outside the country of sale
- mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
- higher intermediate points (HIPs)
- one way backhaul checks (BHA)
- circle trip minimum fare checks (CTM)
- directional minimum checks (DMA)
- country of payment minimum checks (COP)
- compliance with indirect travel limitations rule
- one way sub-journey check (OSA)
- return sub-journey check (RSA)
- re-routing.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations

TAAASS501B Lead and coordinate assessment systems and services

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competence required to provide leadership in assessment and to coordinate assessment validation and appeals processes.

Application of the Unit

Assessment leadership and coordination involves a complex mix of extending own and others expertise in assessment practice, guiding and leading assessors, monitoring assessment practice and taking responsibility for assessment validation and appeals processes.

This competence also involves developing and/or confirming the assessment strategy for an assessment only pathway. In a learning and assessment pathway, the assessment strategy is determined as part of the learning strategy documentation. In that context, this vocational outcome is addressed in **TAADES501B Design and develop learning strategies**.

This unit also includes coordinating and managing assessment across multiple sites, and managing partnership arrangements for assessment services. These performance outcomes may not be applicable in all workplace contexts, depending on the size, scope and needs of the training and/or assessment organisation.

Where this unit is undertaken as a single unit outside of the TAA50104 Diploma of Training and Assessment, learners must demonstrate competence in the following pre-requisite units:

TAAASS401C Plan and organise assessment

TAAASS402C Assess competence

TAAASS403B Develop assessment tools

TAAASS404B Participate in assessment validation.

Achievement of this unit requires high-level language, literacy skills and cognitive skills in planning, analysis, evaluation and synthesis. This unit also requires leadership skills.

Related competence includes preparing/managing budgets/financial plans, records management, recruitment selection and performance management. These are addressed through a number of relevant imported units from the **BSB01 Business Services Training Package**. These are listed at the end of this unit for possible integrated assessment purposes. The competence specified in this unit is typically required by lead trainers/facilitators/teachers who assess, lead assessors, program/training and/or assessment coordinators, training managers and training consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Develop and extend assessment expertise	<p>1.1 Relevant and current research on assessment is accessed, read and incorporated into own and others' assessment practice</p> <p>1.2 Opportunities to extend assessment expertise are sourced and accessed and new/extended assessment skills and knowledge are incorporated into own and others' assessment practice</p> <p>1.3 A range of assessment methods is demonstrated in assessment practice</p> <p>1.4 Cognitive skills are used to guide and support quality assessment practice and address issues in assessment practice</p> <p>1.5 Ethical standards underpin assessment practice</p> <p>1.6 Reflection is used to explore and extend expertise in assessment</p>
2 Lead assessment activities	<p>2.1 Assessment strategies are developed and confirmed in assessment only pathways</p> <p>2.2 Roles, responsibilities and accountabilities of relevant persons in assessment are discussed and</p>

confirmed

- 2.3 AQTF and organisational requirements relating to the competence of assessors are confirmed and documented
 - 2.4 Where required, **partnership arrangements** are initiated and developed setting out identified roles, responsibilities and services to be provided
 - 2.5 Strategies for communication and networking are established and maintained with and between assessors
 - 2.6 **Leadership skills** are used to provide clear direction, advice and support to assessors
 - 2.7 Professional development needs and opportunities for assessors are identified and recommendations made to relevant personnel
- 3 **Monitor assessment practice**
- 3.1 Assessment practice of assessors is systematically monitored in relation to:
 - how client/candidate needs are being met
 - how effectively and accurately the designated competency standards are being interpreted by assessors as the benchmarks for assessment
 - how the **principles of assessment** are being applied in assessment practice
 - assessors' application of assessment methods and assessment tools
 - how the **rules of evidence** are being applied in gathering evidence
 - whether assessment is being conducted in accord with the **policies and procedures** of the organisation's **assessment system**
 - whether organisational/legal/ethical requirements are being met
 - 3.2 **Individual facilitation techniques** are used to guide and support assessors as they work and to improve assessment practice
 - 3.3 Assessment records are analysed to ensure legal/organisational/ethical requirements are being met and appropriate advice is provided to improve

record keeping arrangements where issues arise

4 **Coordinate assessment validation activities**

- 4.1 Assessment system policies and procedures relating to validation are accessed and interpreted, and **validation** is initiated in line with organisational/legal/ethical requirements
- 4.2 Risk assessment/analysis is undertaken to determine the **purpose, focus and context** of **validation activities**
- 4.3 **Approaches to validation** are considered and determined
- 4.4 Participants in validation are determined and/or confirmed, and **materials and resources** needed for validation activities are organised
- 4.5 Guidance and leadership is provided to direct and support participants throughout the validation process
- 4.6 **Validation documentation** is finalised and processed in accordance with assessment system/legal/organisational procedures and presented to relevant people, within an agreed timeframe
- 4.7 Recommendations from validation processes are identified and forwarded to the appropriate authority

5 **Manage assessment appeals**

- 5.1 Assessment system policies and procedures for assessment appeals are accessed and interpreted
- 5.2 Documented appeal claims are accessed, read and interpreted
- 5.3 Relevant parties to the appeal are interviewed, and negotiation skills are used to achieve resolution prior to formal appeal, where appropriate
- 5.4 Appeal panel is constituted and a timetable is set to hear unresolved claims
- 5.5 Guidance and leadership are provided to panel members and other parties during the appeal process to ensure fairness, equity, verity and relevance

- 5.6 All **documentation relevant to the appeal process** is checked for accuracy and completeness
- 5.7 **Panel decision** is confirmed and recorded in accordance with organisational policy and procedures, and outcomes are communicated to the parties

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competence against this unit candidates must be able to provide evidence that they have undertaken continuous development of own assessment expertise; provided leadership, direction and support to other assessors, including role-modelling good assessment practice; monitored the work of assessors and taken responsibility for initiating, organising and facilitating assessment validation and appeals processes; accurately interpreted the organisation's quality assurance goals and strategies

Evidence Requirements

Required knowledge includes:

competency-based assessment including:

- vocational education and training as a competency-based system
- assessment is criterion referenced/distinction to norm referenced assessment
- criterion used in national VET is endorsed or accredited competency standards defining specifications for performance of work/work functions and skills/knowledge
- reporting of competency-based assessment
- competency standards as the basis of qualifications
- the principles of competency-based assessment
- the structure and application of competency standards
- how to interpret competency standards and other related assessment information to determine the evidence needed to demonstrate competency including:
- the components of competency
- assessment of Employability Skills, dimensions of competency and OHS requirements

Training Package Assessment Guidelines
the qualification level of units

AQTF requirement for assessment
the organisation's assessment system policies
and procedures

different assessment methods, purposes and
applications

appeals mechanisms within the organisation
different types of assessment tools, what
tools work for what types of evidence, what
are well-constructed assessment tools and
why

what are the principles of assessment and
how they guide assessment, validation,
appeals processes

what are the rules of evidence, why are they
important, particularly in a validation context

what is an assessment strategy and
assessment plan and what are the
components of assessment strategies and
assessment plans

what is validation, purpose/focus of carrying
out validation, different approaches to
assessment validation and the critical aspects
of validation

different activities and tools for validation
and their appropriateness to the
purpose/focus

a range of technology and its application to
improve or assist in quality assessment

roles and responsibilities of workplace
trainers/facilitators, assessors and others -
such as vocational experts, workplace
supervisors and support persons - in the
assessment process, including OHS
obligations and duty of care

strategies which ensure the assessment
process is transparent and credible, such as:

identifying common pitfalls or errors that

affect judgement

open/ongoing communication between assessors

self-assessment

networking

professional development activities for assessors

ongoing contact with industry

using assessment panels or teams

conflict resolution techniques

motivating others

team and group roles and processes, such as:

monitoring progress against key goals

leading others

encouraging team contribution

legal, organisational and ethical responsibilities associated with the assessment system, including:

maintaining client privacy and confidentiality

providing accurate information

duty of care under common law

meeting environmental standards

the industrial relations system, industry/workplace relations, and industrial awards/enterprise agreements

compliance with AQTF requirements

copyright and privacy laws in terms of electronic technology

security of information

plagiarism

Training Packages/competency standards/other assessment documentation

licensing requirements

compliance requirements of relevant

Commonwealth and state/territory legislation, including OHS, equal employment opportunity, anti-discrimination and state/territory vocational education and training

Code of Practice for assessors

relevant OHS legislation, codes of practice, standards and guidelines relating to providing assessment advice and guidance

Required skills and attributes include:

analysis and interpretation skills to:

evaluate assessment methods and tools

access and interpret organisation's standards and values

observation skills to:

assess the effectiveness of the organisation's assessment process

distinguish different types of problems, e.g. technical, people and theoretical

technology skills to:

use appropriate equipment and software to systematically monitor assessment process and practice

distribute information

evaluation skills to:

evaluate validation process and determine and implement improvements

determine sampling methods to be used to access information

systematically evaluate personal or others' practice to improve performance or understanding

research skills to:

determine sampling methods to be used to access information

access and analyse relevant documents

use a range of source documents to access information for validation

problem solving skills to:

combine different modes of thinking such as creative and analytic for practical problem solving

anticipate future implications for own and others' decisions

reliably evaluate alternative solutions

literacy skills to:

read, interpret and evaluate policies and procedures to monitor assessment and recognition processes

prepare required documentation and information for those involved in the assessment process

prepare written reports regarding validation outcomes

leadership skills to:

set direction for others

influence and motivate others

guide and support others

manage conflict

make informed decisions and recommendations

schedule validation processes

gain commitment to validation processes and make recommendations to improve processes

communication skills to:

obtain feedback on validation strategy

explain the purpose of reports and other documentation used in the work area

use language to influence others
promote and implement quality standards

individual facilitation techniques:
guide and support assessors one on one

conflict resolution techniques to:
manage difficulties with and between
assessors and between assessors/candidate
and/or assessors/other persons
address appeals situations and process

team and group skills to:
conduct group discussions to gather ideas
recognise different abilities or knowledge
build relationships and networks with
colleagues

attributes, including capacity to encourage,
accept and utilise feedback
awareness and sensitivity to individual
difference and culture

Products that could be used as evidence include:

assessment strategies including quality requirements developed and implemented

documented outcomes of an initiated and facilitated assessment validation process

documented outcomes of an initiated and facilitated assessment appeals process

products and materials organised for validation and appeals processes

analysis of assessment records

risk assessment analysis

Processes that could be used as evidence include:

how opportunities have been provided for assessors to practise and maintain current competence

new and/or extended assessment expertise incorporated into own and others' assessment practice

how support was given to the implementation of quality assurance procedures

leadership, direction and support given to other assessors, including role-modelling of good assessment practice

how improvements were made to assessment and recognition processes

Resource implications for assessment include:

operating assessment system with working assessors and defined assessment system in place including documented policies and procedures for assessment, validation and appeals

access to competency standards and other assessment documentation

access to assessment materials and tools

access to suitable assessment venue/equipment

workplace documentation

cost/time considerations

personnel requirements

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competence should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

demonstrated continuing development of own assessment expertise

providing leadership, direction and support to other assessors, including role-modelling good assessment practice

monitoring the work of assessors and others involved in carrying out assessments

taking responsibility for initiating, organising and facilitating assessment validation and appeals processes

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAACMQ502B Coordinate training and/or assessment arrangements for apprenticeships/ traineeships

TAACMQ503B Lead and conduct

training and/or assessment evaluations

TAACMQ505B Lead a team to foster innovation

BSBFLM513A Manage budgets and financial plans within work team

BSBFLM514A Manage people

BSBRKG502B Manage and monitor business or records systems

BSBHRM506A Manage recruitment, selection and induction processes

BSBMGT503A Prepare budgets and financial plans

BSBWOR502A Ensure team effectiveness.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Opportunities include:

networking through assessor networks,
communities of practice and membership of
representative organisations
professional and staff development activities
attending forums, conferences, workshops
participating in projects

A range of **assessment methods** includes:

simulations such as hypotheticals,
problem-based exercises and simulated 'real
world' scenarios
structured aural/written questioning
techniques, such as invitation, exploration,
confirmation, investigation and reflection
practical and theoretical tests
workplace projects
structured activities such as role-plays,
presentations, completion of assessment
activity sheets
portfolios
observation
third party feedback
product review

Cognitive skills may include:

analysis skills
synthesis skills
interpretative skills
planning skills
evaluation skills
problem solving skills
critical thinking skills
knowledge transfer skills

Issues may include:

issues and concerns raised by assessors

issues and concerns raised by candidates

issues and concerns raised by others
impacted by the assessment process

assessment system policy and procedure
issues

organisational/legal/ethical issues

Ethical standards include:

following assessment system organisational
policies and procedures

ensuring privacy/confidentiality

demonstrating inclusiveness

following AQTF standards relating to
assessment

ensuring assessment is guided by the
principles of assessment and the rules of
evidence

using Code of Practice for Assessors

duty of care under common law

security of information

confidentiality and privacy requirements

Reflection may include:

asking critical questions about own ability,
for example:

what worked

what did not work

how the session could be improved

reviewing records and journals

critically evaluating personal performance

Assessment strategies are documented
frameworks to guide and structure
assessment arrangements for a vocational
education and training qualification and may
include:

the identification and interpretation of
competency standards for assessment
purposes

the identification and interpretation of related
assessment documentation for assessment
purposes

application of Training Package Assessment
Guidelines

arrangements for recognition of existing
competence (RCC/RPL), including provision

of guidance and assistance to candidates in gathering and evaluating own evidence

determination of assessment methods for identified competency standards

selection of assessment tools for identified competency standards

organisational arrangements for assessment, including physical and human resources, roles and responsibilities, team assessment and partnership arrangements (where relevant)

nominated quality assurance mechanisms

identified risk management strategies

Relevant persons may include:

assessors in own organisation and on site

assessors in own organisation operating in different site/s

assessors of another organisation which is in partnership with own organisation

personnel of own/another organisation who provide vocational/subject matter expertise and who work with the assessor/s in team assessments

other personnel who assist the assessor in collecting evidence of candidate/s competence

other personnel impacted by the assessment process

Partnership arrangements refers to:

collaborative arrangements between a Registered Training Organisation (RTO) and other organisations including other RTOs which enable the partners to share for mutual benefit their resources, effort, time, costs, responsibility and expertise in the provision of training and/or assessment services. These arrangements are regulated by the AQTF Standards for Registered Training Organisations which requires a written agreement between the RTO and each organisation that provides training and/or assessment services on behalf of the RTO.

Leadership skills may include:

techniques for initiating action and directing

decision making

strategies for presenting a confident, assured and unhesitant manner in response to challenging situations

strategies for not accepting unreasonable expectations

maintaining ethical practice and beliefs in the face of opposition

modelling behavioural and personal presentation standards

time management

strategies for acknowledging and respecting the attitudes and beliefs of others

techniques for promoting active and genuine participation

Client/candidate needs may include:

clear information and advice on the assessment process

contextualisation of assessment benchmarks and assessment tools to the assessment environment

timeliness and recognition of readiness for assessment

assessment tools that support integrated assessment

advice, support and guidance from assessor/s on participation and role in the assessment process

reasonable adjustment needs

cultural sensitivity

Principles of assessment guide the assessment process and must address:

validity

reliability

flexibility

fairness

Assessment methods are the particular techniques used to gather evidence and may include:

direct observation, for example:

real work/real time activities at the workplace

work activities in a simulated workplace

environment

structured activities, for example:

simulation exercises/role-plays

projects

presentations

activity sheets

questioning, for example:

written questions, for example, on a computer

interviews

self-assessment

verbal questioning

questionnaires

oral or written examinations (applicable at higher AQF levels)

portfolios, for example:

collections of work samples compiled by the candidate

product with supporting documentation

historical evidence

journal/log book

information about life experience

review of products, for example:

products as a result of a project

work samples/products

third party feedback, for example:

testimonials/reports from employers/supervisors

evidence of training

authenticated prior achievements

Assessment tools contain both the instruments and the procedures for gathering and interpreting evidence in accordance with designated assessment methods and may include:

interview with employer, supervisor, peer
the instruments to be used for gathering evidence such as:
a profile of acceptable performance measures
templates/proformas
specific questions or activities
evidence/observation checklists
checklists for the evaluation of work samples

Rule of evidence include:

candidate self-assessment materials
the procedures, information and instructions for the assessor/candidate relating to the use of assessment instruments and the conditions for assessment
validity of evidence
sufficiency of evidence
currency of evidence
authenticity of evidence

Assessment system policies and procedures may include but are not limited to:

candidate selection
rational and purpose of competency-based assessment
assessment records/data
management/information management
recognition of current
competency/recognition of prior
learning/credit arrangements
assessors - needs, qualifications, maintaining currency
assessment reporting procedures
assessment appeals
candidate grievances/complaints
validation
evaluation/internal audit
costs/resourcing
access and equity/reasonable adjustment

Organisational/legal/ethical requirements
may relate to:

partnership arrangements

links with human resource or industrial relations systems

links with overall quality management system

AQTF standards in assessment/registration

Assessment specifications of Training Packages

state or territory registering body requirements

clauses defining assessment operations in award and enterprise agreements and relevant industrial arrangements

confidentiality and privacy requirements

relevant legislation from all levels of government that affect training and/or assessment operations

occupational health and safety (OHS)

environmental issues

equal opportunity requirements

industrial relations and anti-discrimination

relevant industry codes of practice

reporting procedures for assessment results

certification procedures/requirements

AQF Guidelines

recording and reporting assessment results

maintaining and retrieving assessment information

quality assurance and/or procedures manuals

goals, objectives, plans, systems and processes

organisational policies/guidelines

access and equity principles and practice

ethical standards

collaborative/partnership arrangements

OHS policies, procedures and programs

	quality and continuous improvement processes and standards
	defined resource parameters
Individual facilitation techniques include coaching, mentoring, tutoring matching individuals one on one and may be used to:	identify any gaps in assessor skills/competence
	explain legal/organisational/policy requirements
	clarify assessment issues
	provide encouragement and direction
	provide feedback/advice/guidance
	promote safety in assessment
	problem solve
Validation is:	a process involving assessors working in collaboration to review, compare and evaluate their assessment process and their assessment outcomes, in relation to the same units of competency
Purpose, focus and context of validation activities may be:	part of organisational quality assurance arrangements
	to address an identified area of risk in assessment practice and quality
	to demonstrate compliance with the AQTF Standards for Registered Training Organisations (RTOs)
	to provide evidence for external audit
	to provide evidence for internal audit
	to improve assessment practices
	to evaluate the quality of assessment tools
	to provide professional development
	to increase assessor confidence
	to determine whether different assessors using the same tools collect the same types and levels of evidence
	to determine whether different assessors interpret the same evidence similarly
	to determine whether assessment decisions reflect the rules of evidence

Approaches to validation may include:

- analysing and reviewing assessment tools
- analysing and reviewing collected evidence
- analysing and reviewing assessment decisions/records of assessment outcomes
- examining assessment records
- examining assessment systems
- discussing the assessment process, issues and difficulties in interpretation
- holding interviews with each other or with management, trainers/facilitators, candidates
- analysing client feedback
- observing assessment conduct
- using validation tools
- reviewing and interpreting Assessment Guidelines
- examining assessor qualifications
- analysing appeals processes
- recording evidence of validation processes and outcomes

Materials and resources for validation may include:

- relevant documented assessment strategy
- samples of assessment materials/tools
- copies of relevant competency standards, modules, Training Package Assessment Guidelines and course assessment requirements
- copies of organisational policies and procedures on validation
- copies of relevant AQTF standards
- copies of assessment records (in accord with confidentiality requirements)
- copies of client/candidate feedback
- determining time/availability for validation sessions
- technology requirements
- meeting room/space for conduct of validation

	<ul style="list-style-type: none">copies of occupational health and safety policy, procedures and programscopy of quality and continuous improvement policiescopy of equity policy and procedures
Validation documentation may include:	<ul style="list-style-type: none">report of validation processrecommendations from validation processcopies of materials/resources used in validation processversion control documentation
Assessment appeals:	is a process whereby the candidate, or other interested party, may dispute the assessment decision and seeks a formal review of the decision
Documentation relevant to the appeals process may include:	<ul style="list-style-type: none">candidate's claim for appealdocumented information given to the candidate outlining assessment system, process and requirementsrecords of assessor/meetings with the candidate, discussions and agreements on assessment processcompleted self-assessment toolscompleted assessment tools signed by assessor and/or other persons involved in collecting evidencesupplementary documentation used as evidence by the candidaterecords of assessment outcomesassessor/candidate feedback reportsrecords of appeal hearingsrecords of appeal outcomes
Panel decision may include:	<ul style="list-style-type: none">confirmation of original assessment decisionchange in decision based on evidence presentedreassessment of the candidate

Unit Sector(s)

Not applicable.

Competency Field

Assessment

TAACMQ501B Develop training and/or assessment organisational policies and procedures

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to develop or revise organisational policies and procedures relating to the provision of training and/or assessment services.

Application of the Unit

Training and/or assessment policies and procedures provide guidance and direction to trainers/facilitators, assessors and other personnel on the quality and organisational arrangements for the provision of training and/or assessment services. The development of effective policies and procedures governing training and/or assessment responsibilities is essential for the effective implementation of training and assessment systems.

This unit addresses the processes, skills and knowledge involved in developing the policies and procedures which underpin the operations of training and assessment systems. These policies and procedures can cover a variety of areas including grievances and appeals, risk identification and management, access and equity, and participant enrolment and progress details.

This unit has a specific focus on policies and procedures relating to training and/or assessment, but could equally apply to any organisational context where policies and procedures are developed.

In the **TAA04 Training and Assessment Training Package**, all organisations involved in the provision of vocational education and training are referred to generically as a **training and/or assessment organisation** (refer to the definition provided in the Range Statement).

The competency specified in this unit is typically required by trainers/facilitators, management, human resource personnel and program coordinators.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Gather and analyse information for policy and procedure development	<p>1.1 Specific policies and procedures to be developed are confirmed with relevant personnel, including purpose</p> <p>1.2 Current and relevant organisational/legal requirements are researched to determine focus of policies/procedures</p> <p>1.3 Existing policies and procedures are analysed to identify any gaps/changes required, where relevant</p> <p>1.4 Organisational and external expertise is identified and advice/information is collected and documented through appropriate consultation and communication processes</p> <p>1.5 Reports and other documentation are accessed, read and evaluated for information and guidance</p>
2 Develop the policies and procedures	<p>2.1 Collected data is analysed and synthesised for inclusion into draft policies and procedures</p> <p>2.2 Draft policies and procedures are prepared in accordance with organisational and industry standards</p> <p>2.3 Consultation and communication processes are undertaken to ensure organisational/employee input into the policies and procedures development process</p>

- 2.4 Feedback on draft policies and procedures is collated and analysed, and changes are made as appropriate
- 2.5 Changes to policies and procedures/ introduction to new policies and procedures are communicated to personnel and key stakeholders, and further time is given for final feedback
- 2.6 Final policies and procedures are approved and documented
- 3 **Identify implementation requirements**
 - 3.1 An **implementation plan** is developed to ensure maximum impact of new/modified policies and procedures is achieved
 - 3.2 Personnel involved in implementation of policies and procedures are identified and briefed to ensure consistency in implementation
 - 3.3 **Physical resources and equipment requirements** to support the implementation of new/modified policies and procedures are organised
 - 3.4 **Organisational change processes** are identified to integrate new/modified policies and procedures into the organisation
- 4 **Monitor and review policies and procedures**
 - 4.1 Policies and procedures are reviewed for continuing relevance, operational effectiveness and identification of any gaps
 - 4.2 Personnel and stakeholders are regularly consulted to ensure content of existing policies and procedures is relevant and appropriate
 - 4.3 Outcomes of systemic evaluations are used to update policies and procedures, as required

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have the acquired knowledge of the organisational standards and scope of operations in order to develop new and modify existing policies and procedures that support and guide training and assessment services.

Performance must address research, organisational, consultation and communication skills which maximise input, ownership and acceptance of policies and procedures. Evidence of draft and final policies and procedures is essential.

Evidence Requirements

Required knowledge includes:

- organisational evaluation strategies
- organisational policies and procedures
- continuous improvement processes
- relevant authority compliance requirements and standards for registration of the training and/or assessment organisation (if applicable)
- quality management compliance requirements
- where to access relevant organisational documentation
- all authoritative responsibilities and parameters within the training and/or assessment organisation
- sound knowledge of consultation and communication processes to support and encourage the organisational input into policies and procedures development processes
- implementation processes and their impact on an organisation
- relevant policy, legislation, codes of practice and national standards including Commonwealth and state/territory

legislation, for example:

licensing requirements

security of information

industry/workplace requirements

vocational education and training requirements

duty of care under common law

anti-discrimination including equal opportunity, racial vilification and disability discrimination

industrial awards/enterprise agreements

OHS relating to the development of organisational policies and procedures, including:

sources of information on OHS as it applies to the training and/or assessment organisation

risks that should be addressed by a training and/or assessment organisation

legislative requirements for OHS record keeping and reporting requirements

OHS obligations of the training and/or assessment organisation, the trainer/facilitator, assessor, learner and candidate

requirements for consultation under OHS legislation

Required skills and attributes include:

literacy skills to:

interpret legal requirements

develop organisational policies and procedures

analyse compliance information

analyse information for policy development

interpret information from a range of documents and make judgements about the relevance and applicability of information

language skills to:

communicate ideas and policies and procedures of an organisation

encourage participation across all levels of personnel and clients

seek opinions and elicit feedback from a range of stakeholders

research skills to:

obtain relevant and up-to-date information in order to develop policies and procedures

collect and provide accurate and up-to-date information on RTO registration and compliance, if applicable

skills in evaluating operational effectiveness

interpersonal skills, including:

maintaining appropriate relationships with colleagues and stakeholders

establishing trust

valuing and being open to the opinions of others

working as part of a team

active listening

negotiation skills

capacity to encourage and accept feedback

Products that could be used as evidence include:

developed and finalised policies and procedures

developed implementation plan

developed and implemented consultation and communication processes used to support and encourage personnel input

records of consultation and communication activities

records of review processes

Processes that could be used as evidence

how and what information was researched

include:

and analysed for inclusion in policies and procedures

how and when discussions were held with personnel and clients in relation to obtaining feedback on new/ modified policies and procedures

how existing policies and procedures were analysed to identify any gaps (if relevant)

how review processes were developed and managed to enable regular monitoring of policies and procedures

Resource implications for assessment include:

access to organisational and legal documentation

time

access to human and physical resources

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit, i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

the development/modification of a minimum of two different policies and procedures, and must include:

research to underpin content

internal consultation and communication processes used to encourage input and obtain timely feedback

an implementation plan

procedures developed to regularly review and improve quality of policies/procedures

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and**

Assessment Training Package. Suggested units include but are not limited to:

TAADEL504B Lead and coordinate training services

TAACMQ503B Lead and conduct training and/or assessment evaluations

TAACMQ502B Coordinate training and/or assessment arrangements for apprenticeships/ traineeships

TAAASS501B Lead and coordinate assessment systems and services.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Training and/or assessment organisation refers to:

a Registered Training Organisation (RTO), i.e. an organisation registered to provide recognised training and assessment services; includes TAFE institutes, private commercial colleges/ companies, enterprises, community organisations, group training companies and schools

an organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services

an organisation that provides non-recognised training and assessment services

Relevant personnel refers to:

the person/s responsible for determining which policies and procedures are to be developed

Purpose of policies and procedures may include:

a framework under which the provision of training and/or assessment services is conducted

a mechanism to facilitate continuous improvement within the training and/or assessment organisation

transparency of the training and/or assessment organisation's approach to training and/or assessment services

the identification of roles and responsibilities of key personnel in an organisation

a framework for consultation processes with industry for development of training and/or assessment services

consistency in training and/or assessment services provided

Organisational/legal requirements may include:

customer complaints, grievances and appeals
risk identification and management, including occupational health and safety (OHS)

quality and continuous improvement processes and standards, including validation systems

financial management, including refund policies and systems to protect fees paid in advance (if appropriate)

mutual recognition of qualifications and Statements of Attainment issued by other training and/or assessment organisations

access and equity

client selection, enrolment and induction/orientation

staff recruitment, induction and ongoing development and monitoring

availability of policies and procedures to all personnel and learners/clients/candidates

collaborative/partnership arrangements

confidentiality and privacy requirements

ethical standards

administrative and records management system, for example:

reporting/recording requirements and arrangements

maintenance, retention, archiving, retrieval, storage and security of assessment information

document version control

Organisational and external expertise may include:

auditors

staff of regulatory authorities

training consultants

quality consultants

OHS consultants

	managers/supervisors training coordinators trainers/facilitators, assessors, lead assessors information technology personnel human resources and other advisors on policy and procedural requirements organisational OHS representatives
Consultation and communication processes may include:	structured interviews team meetings focus groups questionnaires informal interactions liaison with stakeholders inclusion of every level of the organisation
Reports and other documentation may include:	reports of training and/or assessment evaluations external auditors reports relevant organisational/industry national standards business and annual reports
Organisational and industry standards may include:	industry standards/benchmarks training and/or assessment organisation standards Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs) OHS requirements
An implementation plan may include:	mechanisms for the introduction and promotion of new/modified policies and procedures within the organisation, for example: emails bulletins hard copy manuals briefing and training

OHS committee meetings

staff meetings

mechanisms for the introduction of new/modified policies and procedures to clients/stakeholders

mechanism for involving personnel in the decision making and implementation

mechanisms to facilitate continuous improvement processes

personnel responsible for the implementation process

timelines for and allocation of responsibilities for the introduction of new/modified policies and procedures into the organisation

promotional materials

action plan, timelines and responsibilities for implementation stages

revised policy timelines and further feedback

induction processes that include the discussion of policies and procedures and their use, and orientation kits for personnel involved in training, assessment or client service

Physical resources and equipment requirements may include:

business technology, for example:

computers

hardware

software

other office equipment

Organisational change processes may include:

paper-based or electronic information, for example, Intranet

coaching and mentoring arrangements

identification of 'organisational experts' to assist employees with implementation issues

Unit Sector(s)

Not applicable.

Competency Field

Coordination, Management and Quality

TAACMQ503B Lead and conduct training and/or assessment evaluations

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to lead and conduct training and/or assessment evaluations.

Application of the Unit

Evaluation represents a critical function that forms part of the quality management of the training and/or assessment services provided by a **training and/or assessment organisation** (refer to the Range Statement for a definition). Evaluation can be carried out as a separate and complete activity focusing on an area of risk or need.

Evaluation is also an integral part of many work activities and therefore forms part of the competency of many units represented in the **TAA04 Training and Assessment Training Package**.

In this unit, evaluation represents a discrete competency carried out across a specific area of the organisations training and/or assessment services. Examples might include evaluation of the delivery and assessment for a whole Training Package, or for qualification/s within a Training Package or for a program area, or an evaluation of system components such as evaluation of the training records management system or assessment system.

Evaluation of training and/or assessment services/systems in this context is a systematic and objective process measured against specified criteria using established evaluation methods. The focus of the evaluation may include aspects such as risk, quality/quality improvement, professionalism, efficiency, client satisfaction and compliance with legal requirements. It may take the form of an audit (compliance evaluation), self-assessment process, benchmarking or client-focused evaluation. Evaluation is a critical component of registration requirements under the Australian Quality Training Framework (AQTF).

This unit is designed to address the competency of evaluation of training and/or assessment services and systems by both internal and external evaluators. It is particularly applicable where evaluation/auditing forms only part of a persons work responsibilities.

Where auditing is the main work function, the required competencies are addressed in the following units in the **BSB01 Business Services Training Package**:

BSBAUD501A Initiate a quality audit

BSBAUD502A Prepare to lead a quality audit

BSBAUD503A Lead a quality audit

BSBAUD504A Report on a quality audit.

This unit applies to persons in a training and/or assessment leadership, coordination, consultancy or management position.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify the basis for the evaluation	<p>1.1 The purpose, objectives and scope of the evaluation are determined and confirmed with relevant persons</p> <p>1.2 Previous relevant evaluations are accessed and reviewed, where appropriate</p> <p>1.3 Relevant framework and criteria for conducting the evaluation are identified and interpreted</p> <p>1.4 Appropriate evaluation models/methods are considered and selected in accordance with purpose, scope and operating context, and appropriate instruments are developed</p>
2 Plan evaluation of training and/or assessment services/system	<p>2.1 Specific organisational documentation/information required for the evaluation is sourced and collated</p> <p>2.2 Persons to be involved in the evaluation process are determined, consulted and roles and responsibilities</p>

- are confirmed
- 2.3 **Resources** to perform the evaluation are determined
 - 2.4 A schedule is drawn up outlining timing of the evaluation process
 - 2.5 A **communication strategy** is developed to inform all parties impacted by the evaluation
 - 2.6 A **risk analysis** of factors/issues impacting on evaluation process/outcomes is undertaken
 - 2.7 An **evaluation plan** is written, documented and approved by relevant personnel, where required
- 3 **Conduct evaluation of training and/or assessment services/systems**
- 3.1 Specific organisational documentation/ information relevant to the evaluation focus is analysed in accordance with evaluation criteria, and **key points** are noted
 - 3.2 Relevant persons are interviewed using interview skills/questioning techniques to clarify points and to obtain further relevant information
 - 3.3 Training and/or assessment processes and operating systems are observed to confirm documentary and interview-based evaluation evidence
 - 3.4 Communication and interpersonal skills are used to maintain a **professional focus**
 - 3.5 Records and notes of all evaluation proceedings are documented
- 4 **Determine and report evaluation outcomes**
- 4.1 Records/notes of evaluation process are analysed and information is synthesised to provide the basis for determining evaluation outcomes
 - 4.2 Identified issues are considered and further information is collected, where required
 - 4.3 Evaluation outcomes are determined
 - 4.4 Final report is prepared and filed in accordance with evaluation policy and procedures
 - 4.5 Results of the evaluation outcomes are

communicated to the target audience in a
systematic and timely manner

4.6 Follow-up actions are instigated, where relevant

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have planned and conducted an internal evaluation of a discrete area of service delivery and/or a system component.

The evaluation to be used as evidence must contain the basis for the evaluation, all planning information and documentation relating to the evaluation, and details of the conduct of the evaluation, leading to a sound and objective judgement. Evidence must also contain a report of evaluation outcomes.

Evidence Requirements

Required knowledge includes:

state/territory and Commonwealth legislation, codes of practice and standards, relevant to quality internal auditing, for example:

AQTF Evidence Guide for Registered Training Organisations and Auditors

auditor code of ethics

quality management and quality assurance

Training Packages and accredited courses, and what comprises quality training and assessment services

how training and/or assessment organisations operate

requirements of AS3911:2 and its relationship to conducting audits under the AQTF

compliance with quality management requirements e.g. ISO 9001 2000, Total Quality Management (TQM)

terminology relating to quality evaluation processes

evaluation models/methods e.g. The Kirkpatrick Approach

records management systems of the organisation

other relevant policy, legislation, codes of practice and national standards including Commonwealth and state/territory legislation, for example:

plagiarism

Training Packages/competency standards/other associated criteria

copyright and privacy laws

security of information and confidentiality requirements

duty of care as it relates to coordinating personnel and learning

the industrial relations system, industry/workplace relations, and industrial awards/enterprise agreements

anti-discrimination including equal opportunity, racial vilification and disability discrimination

vocational education and training systems

OHS relating to planning and conducting an evaluation, including:

sources of information on OHS as it applies to the training and/or assessment organisation

risks that should be addressed by a training and/or assessment organisation

legislative requirements for OHS record keeping and reporting requirements

OHS obligations of the training and/or assessment organisation, the trainer/facilitator, assessor, learner and candidate

requirements for consultation under OHS legislation

Required skills and attributes include:

language and literacy skills to:

- interpret AQTF requirements
- develop a quality evaluation plan
- develop a communication strategy
- develop resources to support the evaluation process
- communicate with key stakeholders
- produce and maintain documentation

analysis and interpretation skills to:

- evaluate organisational information management systems, policies and procedures
- select relevant evaluation information and documentation
- identify potential and/or current non-compliance
- access and interpret organisation's standards and values
- analyse records/notes of the evaluation process

research and evaluation skills to evaluate validation processes, and determine and implement improvements to these processes

learning, using and understanding electronic technology

decision making skills, based on evidence

a range of interpersonal and communication skills, including:

- negotiating
- questioning
- listening
- investigative
- diagnostic and analytical

Products that could be used as evidence include:

a completed evaluation plan

documentation developed and used to support the evaluation process e.g. checklist, evaluation observation form

communication strategy

documented risk analysis

records and notes of all evaluation proceedings

final evaluation report

Processes that could be used as evidence include:

how and what organisational information and documentation was gathered and accessed

how and why specific framework and criteria were identified for conducting the evaluation

how evaluation processes and methods were selected and implemented

how training and/or assessment processes were observed

Resource implications for assessment include:

access to previous evaluation reports or outcomes

access to workplace documentation

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be

Specific evidence requirements must include:

made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

the implemented evaluation plan, covering:
evaluation scope, objectives and outcomes
evaluation schedules/timelines

evaluation processes for gaining evidence

evaluation methods for collecting evidence

feedback and reporting strategies and timelines

contingency plans

reporting procedures including a final report to the chief executive officer/managing director and/or other managers on the training and/or assessment organisation's compliance with the standards for review and ongoing improvement

confidentiality requirements

communication strategy

risk analysis

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAACMQ501B Develop training and/or assessment organisational policies and procedures

TAAASS501B Lead and coordinate assessment systems and services.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Training and/or assessment organisation refers to:

a Registered Training Organisation (RTO), i.e. an organisation registered to provide recognised training and assessment services; includes TAFE institutes, private commercial colleges/ companies, enterprises, community organisations, group training companies and schools

an organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services

an organisation that provides non-recognised training and assessment services

Purpose and objectives may be to:

evaluate outcomes of a learning or assessment process or product

determine or trial new processes/products

ensure the training and/or assessment management system is operating in accordance with legal/organisational requirements

establish client satisfaction

demonstrate compliance requirements under the AQTF

meet other quality systems requirements

improve training and/or assessment systems and services

ensure learning/assessment strategies and programs are relevant to focus and client needs

determine resource needs

Scope of the evaluation may be the:

whole of training and/or assessment organisation

specific training and/or assessment services

specific training and/or assessment products

specific aspects of training and/or assessment systems

partner organisation arrangements

Relevant persons may include:

senior personnel, for example:

chief executive officer/managing director

other managers

trainers/facilitators/teachers/practitioners

assessors

program managers/training coordinators

product developers/instructional designers

managers/supervisors

specialist trainers/facilitators

information technology support

administration support

stakeholders/clients

personnel responsible for monitoring the training and/or assessment organisation's services

users of training information such as finance personnel, human resource personnel, employers

contract manager

national reporting and recording authorities
e.g. AVETMISS, AQTF

State Training Authority (STA)

private/government funding bodies

union/employee representatives

Framework and criteria may include:

AQTF

Australian Quality Standards e.g. AS/NZS
ISO 9001:2000 quality assurance model

Australian Business Excellence Framework
(ABEF)

organisational standards/framework

Evaluation models/methods may include:

examining organisation's documents and systems, such as:

policies and procedures

student and staff handbooks

relevant components of business plans

trainer/facilitator and assessor qualifications

learning and assessment strategies

examining training/assessment records

examining a sample of student files

analysing resources for delivery and assessment including assessment tools

questioning appropriate personnel to further explore evidence

conducting interviews with management, trainers/ facilitators, assessors, learners, personnel and stakeholders

observing training and/or assessment

services including delivery, assessment practice, learning and/or assessment activities, practicum or supervised teaching/facilitation

determining information flows

completing self-assessment checklist

The Kirkpatrick Approach, for example:

reaction

learning

behaviour

results

survey instruments, for example:

Delphi

questionnaires

diaries

logs

diagnostics

Specific organisational documentation/information may include:

previous evaluation

reports/records/documentation

organisational policies, procedures and guidelines

organisational goals, objectives, plans, systems and processes

relevant components of business plans

learner records

trainer/facilitator and assessor qualifications

assessment tools and assessment strategies

learners/candidate outcomes/results and completion dates

enrolment details, including general learner information

traineeship/apprenticeship records

information management system

requirements and components, including recording and reporting outcomes

written partnership agreements (where relevant)
quality assurance and/or procedures manuals
access and equity principles and practices
ethical standards
collaborative/partnership arrangements
OHS policies, procedures and programs
quality and continuous improvement processes and standards
defined resource parameters
certification systems and documentation
promotional/marketing materials

Resources may include:

documentation to support the evaluation, for example:

current AQTF checklists and tools
evaluation recording templates/checklists and observation checklists/
questionnaires
briefing documents for evaluation team/relevant persons
briefing documents for personnel participating in the evaluation

physical resources, for example:

appropriate interview room/s
appropriate meeting venue

electronic equipment used for recording and reporting requirements
materials/stationery/equipment to support the evaluation processes

Communication strategy may include:	<ul style="list-style-type: none">identification of organisation's communication and reporting channelsmethods for the dissemination and promotion of the evaluation, and evaluation methods and processes to persons and personnelidentification of external communication and networks that can be used as part of the evaluation processregular reporting meetings with persons with specific responsibilities in all areas of the evaluation processprocedures for keeping relevant persons and personnel regularly informed of the evaluation processmethods and timelines for the evaluation processreporting requirements and closure for the evaluation process
Risk analysis may include:	<ul style="list-style-type: none">identification of potential risks and consequent impact on individuals and the training and/or assessment organisationconsideration of the consequence of adverse performancestrategies to manage identified risks and potential consequences
An evaluation plan must include:	<ul style="list-style-type: none">evaluation scope, objectives and outcomesevaluation schedules/timelinesevaluation processes for gaining evidenceevaluation methods for collecting evidencefeedback and reporting strategies and timelinescontingency plansreporting procedures including a final report to the chief executive officer/managing director and/or other managersconfidentiality requirementsresource requirements
Key points may include:	<ul style="list-style-type: none">issues requiring clarification

	discrepancies in organisational documentation
	strengths
	areas of compliance/non-compliance
Professional focus incorporates:	being clear about the purpose, objectives and scope of the evaluation
	remaining objective throughout the evaluation process
	maintaining focus throughout the evaluation

Unit Sector(s)

Not applicable.

Competency Field

Coordination, Management and Quality

TAACMQ504B Determine and manage scope of training and/or assessment services

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to investigate, determine and manage the scope of training and/or assessment services provided by a training and/or assessment organisation.

Application of the Unit

Determining the scope of training and/or assessment services is a critical strategic, business and organisational function that establishes the focus, breadth and type of training and/or assessment services provided/to be provided by a **training and/or assessment organisation** (refer to the Range Statement for a definition).

This competency requires investigating current and potential scope of training and/or assessment services, recommending appropriate approaches, coordinating legal/organisational requirements, and monitoring the focus and approach.

Where applied in a Registered Training Organisation (RTO) environment this unit includes coordinating the registration process to deliver and/or assess recognised training and/or assessments services in accordance with the Australian Quality Training Framework (AQTF) **Standards for Registered Training Organisations (RTOs).**

The competency specified in this unit is typically required by trainers/facilitators, training coordinators and managers, human resource and quality personnel.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Investigate scope of training and/or assessment services	<p>1.1 Scope of existing training and/or assessment services provided by the training/assessment organisation is researched, analysed and evaluated, where relevant</p> <p>1.2 The purpose/s of providing/obtaining training and/or assessment services are clarified with senior personnel and other relevant stakeholders</p> <p>1.3 Research and analysis is carried out to determine internal/external market demand for training and/or assessment services</p> <p>1.4 Existing sources of provision and preferred source of provision that reflect purpose/s and market demand are investigated</p>
2 Identify organisational capacity and appropriateness of providing training and/or assessment services	<p>2.1 Costs and benefits of directly providing training and/or assessment services are estimated and documented</p> <p>2.2 Costs and benefits of outsourcing/partne ring training and/or assessment services are estimated</p> <p>2.3 Funding sources to support services are identified</p> <p>2.4 Recommendations relating to scope including operational parameters, operational status and modus operandi are made to relevant personnel, where required</p>

- | | |
|---|--|
| 3 Coordinate legal/organisational requirements | <ul style="list-style-type: none">3.1 Legal/organisational requirements to maintain/modify scope of training and/or assessment services are identified and interpreted3.2 Relevant documentation is finalised and submitted to the appropriate authority3.3 Communication and interactions with appropriate authority are coordinated and maintained3.4 Issues/irregularities identified by self and/or others are addressed and managed in an appropriate timeframe and manner |
| 4 Monitor scope of training and/or assessment services | <ul style="list-style-type: none">4.1 Legal/organisational requirements relating to scope are monitored and maintained4.2 The environment is monitored for changes that may impact on scope and advice is provided to relevant persons, as required4.3 Information relating to scope is disseminated to relevant persons and organisations |

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have investigated and determined the scope of training and/or assessment services in an organisation and have coordinated and monitored legal/organisational processes and requirements relevant to the effective scope.

Evidence Requirements

Required knowledge includes:

purposes/needs for training and/or assessment services

relevant legal and organisational requirements and where to access them, for example:

the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs)

relevant STA system for registration

relevant Training Package/s

the industrial relations system, industry/workplace relations, and industrial awards/enterprise agreements

anti-discrimination requirements including equal opportunity, racial vilification and disability discrimination

quality systems

authoritative responsibilities and parameters within the training and/or assessment organisation

types of scope including implications and benefits to the training and/or assessment organisation

types of and how to access potential funding

strategic directions of the training and/or

assessment organisation

existing training and/or assessment services
provided by the organisation

research methodologies

OHS relating to scope including:

risks that should be addressed by a training
and/or assessment organisation

legislative requirements for OHS record
keeping and reporting requirements

OHS obligations of the training and/or
assessment organisation, the
trainer/facilitator, assessor and learner

requirements for consultation under OHS
legislation

Required skills and attributes include:

literacy skills to:

read and interpret state/territory and
organisational policies and procedures

read and interpret legal requirements and
training and/or assessment organisation
standards

analyse information

language skills to:

communicate information

conduct consultations

liaise with appropriate authorities

problem solving skills to:

identify/recognise issues/irregularities

effectively address issues/irregularities

commitment to quality and improvement

research and analysis skills to determine new
business opportunities and recognise industry
trends and directions

cost-benefit analysis skills to determine
capability and viability to extend scope of
training and/or assessment services and

evaluate operational effectiveness
interpersonal skills, including:
maintaining appropriate relationships
internally and with clients/stakeholders
being open to the opinion of others
communicating effectively
listening actively
negotiating

computer/technical skills, for example:
using a range of software programs
using the internet for research
using organisation's information
management system

Products that could be used as evidence include:

analysis of the current scope of the training and/or assessment organisation in terms of focus and scope
analysis of trends and market demand for existing and potential training and/or assessment services
examples of consultation processes used
completed and signed registration documentation
cost-benefit analysis of potential change to scope
documentation of processes used to maintain scope of training and/or assessment services

Processes that could be used as evidence include:

what consultation processes were used to obtain feedback from personnel, current/potential clients and stakeholders, and why
how costs and benefits of proposed services were analysed and calculated
how personnel, material and physical operational requirements were calculated to determine the organisation's capability
how evidence to support the registration documentation was identified and accessed/

	developed
	how internal changes were identified and reported to authorities
	how changes to the vocational education and training industry were sourced and disseminated to personnel, if relevant
	how potential funding was sourced
Resource implications for assessment include:	access to legal and organisational documentation
	time in liaising with a range of relevant personnel
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
	a range of appropriate assessment methods/evidence gathering techniques is used to determine competency
	evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided
	the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice
	assessment meets the rules of evidence
	a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated
Specific evidence requirements must include:	investigation and evaluation of current scope of training and/or assessment services
	completed analysis to identify market trends
	consultation processes and outcomes with personnel, clients and stakeholders
	research outcomes and recommendations on

the organisation's capacity and requirements to support existing and/or proposed training and/or assessment services

management of legal and organisational documentation

processes/systems for monitoring the scope of training and/or assessment services and dissemination of relevant information

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAACMQ501B Develop training and/or assessment organisational policies and procedures

TAATAS501B Undertake organisational training needs analysis

TAATAS503B Manage contracted work.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Training and/or assessment organisation refers to:

a Registered Training Organisation (RTO), i.e. an organisation registered to provide recognised training and assessment services; includes TAFE institutes, private commercial colleges/companies, enterprises, community organisations, group training companies and schools

an organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services

an organisation that provides non-recognised training and assessment services

Scope refers to:

operational parameters, for example:

single training site

across a number of sites

national/across states/territories

international

operational status, for example:

recognised training and/or assessment services through registration in accordance with the Australian Quality Training Framework (AQTF) **Standards for Registered Training Organisations (RTOs)**

unrecognised/internal/organisational

in partnership arrangement

operational modus operandi, including:

using Training Packages

using accredited courses

using internal benchmarks and programs

using internal/external learning resources
product-based training
a mix of the above

Purpose/s may relate to:

developing work skills and competency
meeting industry skill needs
improving productivity
building organisational capacity
providing internal certification/recognition

providing external certification/recognition
supporting workplace restructuring and
change management
meeting licensing requirements
implementing performance-based systems
developing integrated training/human
resources/ industrial relations
systems/arrangements

Research and analysis may include:	qualitative research quantitative research strengths, weaknesses, opportunities and trends (SWOT) analysis market trend analysis consultations with clients/potential clients using outcomes of organisational training needs analysis
Sources of provision may include:	own training and/or assessment organisation other training and/or assessment organisations able to provide training and/or assessment services in areas addressed by purpose/s consultants product suppliers competitors/potential competitors
Costs may include:	direct/indirect costs of providing training and/or assessment services 'in house' direct costs of outsourcing/using external provider additional personnel/material/equipment/infrastructure required 'organisational culture' costs associated with using internal/external provision
Benefits may include:	direct/indirect benefits of providing training and/or assessment services 'in house' direct benefits of 'outsourcing'/using external provider 'organisational culture' benefits associated with using internal/external provision
Outsourcing may include:	the contracting of a training and/or assessment organisation to provide the training and/or assessment service
Partnering means:	are collaborative arrangements between a Registered Training Organisation (RTO) and other organisations including other RTOs which enable the partners to share for mutual

benefit their resources, effort, time, costs, responsibility and expertise in the provision of training and/or assessment services. These arrangements are regulated by the AQTF Standards for Registered Training Organisations which requires a written agreement between the RTO and each organisation that provides training and/or assessment services on behalf of the RTO.

Funding sources may include:

available organisational funding/budget for training and/or assessment
government funding through RTO's profile
government funding through User Choice
fee-for-service funding
internal/external project funding
industry funding through industry levies

Legal/organisational requirements may include:

registration requirement as defined in the Australian Quality Training Framework (AQTF) **Standards for Registered Training Organisations (RTOs)**
state/territory legislation and regulations governing registration and accreditation
requirements of Training Packages
requirements set by Commonwealth and state/ territory legislation relating to occupational health and safety (OHS); anti-discrimination; workplace/ industrial relations; workers' compensation; apprenticeships/traineeships
requirements set by awards/enterprise bargaining agreements
requirements set by professional associations
requirements set by quality systems
licensing requirements
organisational requirements
defined resource parameters

Relevant documentation may include:

documentation relating to AQTF and state/territory Training Authority (STA)
registration requirements

	documentation relating to funding under User Choice
	documentation relating to Training Contracts
	documentation required by other external authorities relevant to provision of training and/or assessment services
	internal organisational documentation/records
Appropriate authority may refer to:	<p>registration/accreditation branch of STA</p> <p>apprenticeships/traineeships branch of STA</p> <p>internal organisational authority, e.g. appropriate line manager</p>
Issues/irregularities may include:	<p>registration requirements not being met</p> <p>documentation not completed accurately</p> <p>issues with personnel responsible for completing documentation</p> <p>ongoing compliance issues</p> <p>evaluation irregularities</p>
Changes that may impact on scope may include:	<p>changes to AQTF/registration requirements and processes</p> <p>changes to policy and operating environment of vocational education and training</p> <p>changes to personnel/organisational structure</p> <p>changes to current training and/or assessment services</p> <p>changes to policies, procedures and guidelines</p> <p>changes to legal requirements</p>

Unit Sector(s)

Not applicable.

Competency Field

Coordination, Management and Quality

TAACMQ505B Lead a team to foster innovation

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to lead a workplace team in ways that foster innovative work practices.

This unit is based on the generic guideline unit **ICS5 Lead a team to foster innovation**, and has been contextualised to reflect the **TAA04 Training and Assessment Training Package** context.

Application of the Unit

This unit addresses the skills that are needed by individuals who are leading work teams on individual projects or work in general.

It includes the skills and knowledge required to put a team together, from the perspective of innovation. This unit also involves structuring work to ensure innovative processes are being used, and to ensure that personnel have the information and skills to apply **innovation at work skills** (refer to the Range Statement for a definition of this term).

In the context of the vocational education and training environment, the team may be involved in designing a learning program, developing learning products, delivering training or providing other services to learners/clients. The team leader may use innovation skills to lead the team into new and creative ways of training, assessing, developing materials, undertaking projects or supporting clients.

The competency specified in this unit is typically required by lead trainers/facilitators, program/training coordinators and training managers, leaders and supervisors.

This unit could be undertaken in conjunction with **BSBWOR502A Ensure team effectiveness**, which focuses on team leadership.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Provide a model of innovative practice	<p>1.1 The value of innovation to team effectiveness is promoted and reinforced within the organisation through modelling and application</p> <p>1.2 Research is undertaken to extend knowledge and produce examples of the use and benefits of innovative work practices</p> <p>1.3 Examples of how innovation at work skills can be applied in a team context are based on innovation</p>
2 Organise teams to maximise innovation	<p>2.1 The performance requirements for a specific work activity/project/function are analysed</p> <p>2.2 Information is gathered about potential team members and identified strengths and weaknesses are acknowledged</p> <p>2.3 Team members are selected to create the right mix of expertise, skills, knowledge to support an innovative approach to the work activity/project/function</p> <p>2.4 Team roles are assigned to ensure a match between work requirements and individual team members' capacities</p>
3 Organise work to facilitate innovative practices	<p>3.1 The purpose of the team and its responsibilities are communicated in ways that encourage and reinforce team-based innovation</p> <p>3.2 Work is organised to enable the application of innovation at work skills, including time</p> <p>3.3 Work is allocated to ensure the maximum use of</p>

- individual and team skills/knowledge and transfer of skills/knowledge to others
- 4 **Provide guidance and monitor innovation at work practices**
- 4.1 Appropriate **guidance** is provided to team members on the use of innovation at work skills
- 4.2 Team members are encouraged to work collaboratively on **teamwork activities** which use innovation at work skills
- 4.3 Team members are actively **encouraged** to reflect on team activities and to identify opportunities for improvement and innovation
- 4.4 Suggested improvements are positively received and acted upon, where appropriate
- 5 **Review the use of innovation at work skills in a team environment**
- 5.1 The application of innovation at work skills is **reviewed** and outcomes are recorded and presented, as appropriate
- 5.2 Team members are debriefed and feedback from team members is sought to inform future planning
- 5.3 Innovations are **communicated** in appropriate ways
- 5.4 Barriers to using innovation at work skills are documented and recommendations for changes to organisational systems, policies and procedures are made where relevant and appropriate

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have the skills and knowledge to provide leadership to a group or work team in a way which encourages the individual and team application of innovation at work skills for a specific work activity/project/function.

Evidence Requirements

Required knowledge includes:

- innovation at work skills
- leadership qualities
- techniques for evaluating team performance
- group dynamics in a team setting
- the qualities of an effective team member
- adult learning principles
- relevant policy, legislation, codes of practice and national standards including Commonwealth and state/territory legislation, for example:
 - duty of care as it relates to coordinating personnel and learning
 - the industrial relations system, industry/workplace relations, and industrial awards/enterprise agreements
- anti-discrimination including equal opportunity, racial vilification and disability discrimination
- vocational education and training
- occupational health and safety (OHS) relating to leading a team to foster innovation, including:
 - OHS obligations of the training and/or assessment organisation, the trainer/facilitator and learner
- legislative requirements for information and

consultation relevant to safety

elements of an OHS management system as it applies to a training and/or assessment organisation

nature of OHS risks that should be addressed by a training and/or assessment organisation

Required skills and attributes include:

a commitment to innovation

numeracy skills to:

calculate and plan team activities/projects/functions

language and communication skills to:

communicate and promote team-based innovation

use language flexibly to suit audience and purpose, to plan and influence others

establish a supportive environment to encourage risk taking

give and receive feedback

listening skills

application and modelling of innovation at work skills in own work

interpersonal skills

communication and leadership skills

motivational skills

coaching skills

counselling and consoling skills

conflict resolution skills

evaluation skills

matching personnel competency to task requirements

Products that could be used as evidence include:

report on the review of an innovation process, outlining both positive and negative outcomes

examples of innovative work practices implemented within work teams, including

	benefits to the individual, team and organisation
	report on rewarded and promoted innovative ideas that were implemented and used within the organisation
	reports of research on innovative work practices
Processes that could be used as evidence include:	how and why team members were selected to maximise innovative outcomes
	how and when team activity outcomes were discussed with team members
	how and when innovative ideas have been rewarded and encouraged
Resource implications for assessment include:	time constraints
	access to work team and real or simulated work activity/project/function
	access to other personnel
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
	a range of appropriate assessment methods/evidence gathering techniques is used to determine competency
	evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided
	the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice
	assessment meets the rules of evidence
	a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

selecting a team for a work activity/ project/ function that comprises of the right mix of expertise, knowledge and skills

developing and leading innovative work practices within a team

modelling the application of innovation at work skills

organising work activities/projects/functions to support innovative practices and outcomes

communicating feedback to individuals on effective innovation outcomes on completed work activity/ project/function

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADEL502B Facilitate action learning projects

TAADEL504B Lead and coordinate training services

TAADES504B Develop and evaluate e-learning resources

TAAASS501B Lead and coordinate assessment systems and services

TAATAS503B Manage contracted work

BSBWOR502A Ensure team effectiveness.

Range Statement

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Innovation at work skills are:

the skills required to develop new ideas or the new use of old ideas. The concept relates to the following six skills, represented in the unit **TAAENV404B Develop innovative ideas at work**:

interpretation

generation

collaboration

representation

reflection

evaluation

Information gathered about team members includes:

work preferences

areas of expertise

vocational skills

past jobs

interests

working styles

lifestyle preferences

Guidance may include:

coaching techniques

mentoring techniques

counselling

skills training

modelling

communication including feedback

Teamwork activities may include:

developing and implementing new ideas for:
products

processes
services
systems
tools
individual and team work practices

Encouragement may include:

supportive communication
allowing follow-through with ideas
providing enough but not too much guidance and structure
providing training and learning opportunities

Reviews may include:

feedback from team members or other personnel
feedback from clients or work-based managers
work related statistics and reports

Communicated innovations may be through:

dissemination of reports, electronically or in hard copy
internal/external presentation
articles in internal/external newsletters

Unit Sector(s)

Not applicable.

Competency Field

Coordination, Management and Quality

TAADEL503B Provide advanced facilitation to support learning

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to integrate and extend delivery and facilitation practices to support learning of a diverse client base operating in a range of contexts within the vocational education and training sector.

Application of the Unit

Advanced facilitation involves the trainer/facilitator creating a conceptual and experiential framework of professional practice that synthesises applied knowledge of learning theories and practical demonstration in a variety of teaching methodologies and delivery practices to suit different learner needs and learning contexts.

Increasing diversity in the vocational education and training sector client base requires high levels of flexibility in teaching/delivery practices that can support both generic and vocationally specific learner and client competency needs, often independent of time and place. This unit of competency draws on the trainer/ facilitators existing competency in delivery and facilitation to develop advanced facilitation skills, knowledge and practice.

Successful achievement of this unit will depend on the trainer/ facilitator having acquired competency across a number of delivery and facilitation methods and modes to support individual and group learning. These competencies are addressed separately in other units in the Delivery and Facilitation field.

Where this unit is undertaken as a single unit outside of the TAA50104B Diploma of Training and Assessment, learners must

demonstrate competency in the following two pre-requisite units:

TAADEL402B Facilitate group-based learning

TAADEL403B Facilitate individual learning

Plus at least one of these units:

TAADEL404B Facilitate work-based learning

TAADEL501B Facilitate e-learning

TAADEL405B Coordinate and facilitate distance-based learning

TAADEL502B Facilitate action learning projects.

This unit is applied in the context of documented learning frameworks, that is, learning strategies/courses/learning programs.

The competency specified in this unit is typically required by trainers/facilitators in environments requiring higher levels of knowledge and skill in practice. Such trainers/facilitators will often have a role supervising/ mentoring other trainers/facilitators.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Develop and extend teaching, facilitation and learning practices	<p>1.1 Knowledge of teaching methodologies, facilitation approaches and learning theories is regularly updated to inform, guide and extend delivery and facilitation practices</p> <p>1.2 This knowledge is synthesised with experiences in teaching and facilitation to support flexibility, innovation and adaptations in differing circumstances</p> <p>1.3 Current vocational competency/subject matter expertise frames the content of teaching, facilitation and learning practices</p> <p>1.4 Ethical standards underpin teaching, facilitation and learning practices</p> <p>1.5 Own practice as a trainer/facilitator is continually evaluated and reflected upon to determine appropriateness of delivery methods</p> <p>1.6 Existing delivery strategies and delivery plans are reviewed for quality and appropriateness and recommendations to revise are made as necessary</p> <p>1.7 Collaborative facilitation models are used to broaden teaching, facilitation and learning skills and knowledge</p>
2 Develop learner independence	<p>2.1 Effective learning experiences are created using appropriate learning theories, principles and inclusive practices</p> <p>2.2 Potential barriers to learning are acknowledged and addressed, where possible, through learner</p>

support and adjustment strategies

- 2.3 **Communication and interpersonal skills** are used effectively to motivate learners
 - 2.4 Facilitation practices extend learners' repertoire of preferred learning styles and enhance learner readiness for new learning
 - 2.5 Facilitation practices progressively transfer responsibility for learning in accordance with learners' readiness
- 3 **Manage learning**
- 3.1 **Learner cues** and feedback are observed and facilitation skills are reviewed, and revised where necessary, to maintain learning momentum
 - 3.2 Activities to develop **meta-cognition skills** and generic skills are integrated into facilitation and learning practices
 - 3.3 Sensitivity related to diversity of culture, learning styles, abilities and experience is modelled
 - 3.4 Explanations of theoretical ideas and principles are linked to learners' existing knowledge and experience using comprehensible language
- 4 **Reflect on teaching, facilitation and learning practices**
- 4.1 Teaching, facilitation and learning practices are examined to explore, test and develop ideas and theories of learning, and the implications of this for ongoing development of trainer/facilitator competency
 - 4.2 **Formal and informal monitoring** is used to collect evidence for reflections on practice
 - 4.3 Feedback from learners, other clients, colleagues and relevant personnel is sought and used to reflect on performance
 - 4.4 **Reflection** is used to explore and extend expertise in delivery and facilitation practices

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they can meet the facilitation and learning requirements of a diverse client base in a range of contexts within the vocational education and training sector.

This will require developing a conceptual and experiential framework of practice based on applied learning theories and involving the selection and use of appropriate delivery methods and delivery modes to facilitate effective learning experiences and increase learner independence. Competency also requires reflecting on experience to improve practice.

Evidence Requirements

Required knowledge includes:

a sound knowledge of learning theories, for example:

learner-centred

theory of instruction

information processing

cognitive learning theory

andragogy

vocational education and training pedagogy

behavioural learning theory

experiential learning theory

different delivery modes and delivery methods and their appropriateness for different learners/learning situations

code of practice and/or ethics relevant to the vocational education and training sector

ways in which Training Packages, accredited curricula and learning resources can be contextualised to meet the needs of individual learners without compromising standards

range of ways in which professional practice

can be adapted to meet the needs and expectations of individual learners in different learning contexts

research methodologies, for example:

action research

analysis of learner feedback

interviews

learning needs of a range of vocational education and training learners

relevant policy, legislation, codes of practice and national standards including Commonwealth and state/territory legislation, for example:

ensuring fairness of learning opportunities

industrial relation awards and other possible barriers to learning

developing competency

licensing

industry/workplace requirements

duty of care

anti-discrimination including equal opportunity, racial vilification and disability discrimination

workplace relations

industrial awards/enterprise agreements

National Reporting System

occupational health and safety (OHS) knowledge relating to the work role, including:

reporting requirements for hazards

safe use and maintenance of relevant equipment

emergency procedures

sources of OHS information

Required skills and attributes include:

skills in a range of delivery methodologies to

meet the needs of diverse learners, for example:

group facilitation

individual facilitation, including coaching/mentoring

work-based learning

e-learning

action learning

flexible delivery

distance-based learning

reflection skills to:

systematically evaluate personal work practices to improve performance

identify gaps in skills or knowledge

ask critical questions about performance, problems, methods used and learner success

communication and interpersonal skills to:

apply active and reflective listening

adapt language to meet learner requirements

listen perceptively to

learners/clients/colleagues

present information and explain concepts clearly

provide sequenced, structured instructions

apply effective questioning techniques and initiate/response

maintain appropriate relationships

establish trust

build rapport

be open to others' opinions

use appropriate body language

interpret the verbal and non-verbal communication of the learners, e.g.

resistance/reluctance, uncertainty, enthusiasm, confusion and body language

observation skills to:

monitor learner progress

monitor group and individual interactions

manage conflict/behavioural difficulties

monitor learner cues re concerns/difficulties in learning

monitor learner readiness for assessment/new areas of learning

language skills to hypothesise, plan and influence others

literacy skills to:

select, read and interpret Training Package/accredited course information

read and interpret information from a range of sources to identify and respond to learner needs, goals, skills and learning styles

research current issues

Products that could be used as evidence include:

course delivery documentation

feedback documentation

statements of participation in relevant professional development activities

notes of professional reading

reports and recommendations regarding delivery strategies or approaches

self-assessment journals or reflections

Processes that could be used as evidence include:

performance-based assessment by supervisor

observation by peers

Resource implications for assessment include:

access to learning environments in which mixed mode delivery takes place

access to multiple groups

sufficient time to use a wide range of learning theories

access to documented learning frameworks

The collection of quality evidence requires

assessment must address the scope of this

that:

unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

demonstration of the outcomes, performance requirements, skills and knowledge set out in this unit including:

application of learning theories to different practices in different contexts

the selection and use of different teaching and delivery methods applied in different delivery modes which are relevant and appropriate to different learners and their needs

integration of theory and practice in own performance and in supporting the learner's developing competency

strategies to support increasing learner independence

documentation of reflection processes and outcomes

documentary evidence of direct observations of advanced facilitation practice by third

parties such as supervising teachers/trainers, peers, colleagues, learners, other clients

analysis of feedback from a range of sources and reflection on the success of the training delivery

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADEL405B Coordinate and facilitate distance-based learning

TAADEL501B Facilitate e-learning

TAADEL502B Facilitate action learning projects.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Teaching methodologies, facilitation approaches and learning theories may include:

learner-centred/teacher-centred

learner-directed/teacher-guided

situated learning

constructivist

problem-based

experiential

information processing

behaviourist

cognitive apprenticeship

Ethical standards include:

following organisational policies and Australian Quality Training Framework (AQTF) requirements

duty of care under common law

security of information

confidentiality and privacy requirements

Delivery strategies may include:

the focus of delivery, for example:

groups of varying sizes

groups from single context/from multiple contexts

groups of similar educational/competency levels

groups with divergent educational/competency backgrounds

on individuals

the context of delivery, for example:

in the workplace - work in situ

in a simulated work environment

in the training room/classroom

in specialist environments - e.g. laboratory, computer room

through the World Wide Web

at home

in a community setting

the mode of delivery, for example:

face-to-face

technology-based -

electronic/computer-based/online/audiovisual

experiential

distance resource-based

blended

delivery methods, for example:

lock step/learner-paced/mixed

interactive/participative/collaborative

trainer/facilitator-centred, learner-centred

time and place dependent/independent

demonstration

instruction

presentations

guided facilitation

learning-activity-based

guided work-based

activities/applications/experiences

tutoring

project-based

individual facilitation techniques -

coaching/mentoring

blended delivery methods

Collaborative facilitation may include:	other trainers/facilitators, teachers supervisors colleagues specialist staff associations/bodies representing learner group with specific support needs professional associations government agencies consultants networks
Effective learning experiences may be:	authentic experiences contextualised to the learner modelled to support transferability of learning built on previous experiences or learning based on actual or simulated work tasks and activities relevant to the learning objectives sequenced in complexity inclusive of generic skills appropriate to learners' styles appropriate to learners' profiles/characteristics modelled on inclusive practice
Inclusive practices may include:	demonstrating probity in all areas of responsibility modelling organisational/professional codes of conduct reinforcing ethical conduct in interactions with and between other people showing respect for individual diversity, culture and religion recognising and utilising difference to develop both the individual and organisation demonstrating sensitivity to the

circumstances and background of others
fostering a culture of inclusiveness
new/revised policy directions in vocational
education and training

Potential barriers to learning may include:

physical or intellectual disabilities
linguistic, cultural or ethnic differences
language or communication issues
age
employment status
prior experience in an adult learning
environment
poor educational experiences
health issues
issues arising from gender
psychiatric disabilities
learning problems
English language, literacy and numeracy
needs
workplace culture
location
access to resources

Learner support strategies may include:

providing referrals to internal services such
as language, literacy and numeracy support
unit, individual learning unit
providing referrals to external services such
as community language, literacy and
numeracy program, disability support
service, counselling support
incorporating techniques such as modelling/
demonstrating, chunking,
visual/diagrammatic, opportunities to
practise, peer support, and repetition
drawing on range of resources from first
language, including peer support
ensuring appropriate physical and
communication supports are available
listening to problems and helping within own

area of responsibilities and experience
building underpinning knowledge and skills
using learning resources
providing access to resources, e.g. computers
to access the Internet

Adjustment strategies may include:

engaging most five senses
structuring reflective activities
providing opportunities for practice and
feedback
arranging for physical aids for learners with
disabilities

Communication skills must include:

providing an open, warm communication
style where effective verbal and body
language is used
demonstrating a capacity to communicate
clearly to facilitate learning within the group
and for each individual
using critical listening and questioning
techniques
providing constructive and supportive
feedback
accurately interpreting verbal messages
assisting participants to paraphrase
advice/instructions to the trainer/facilitator
providing clear and concrete options/advice

Interpersonal skills must include:

showing respect for learners'
expertise/backgrounds
demonstrating sensitivity to diversity,
disability, culture, gender and ethnic
backgrounds
modelling facilitation and learning
behaviours
engaging in two-way interaction
encouraging the expression of diverse views
and opinions
negotiating complex discussions by
establishing a supportive environment
using language and concepts appropriate to

Learner cues may include:

cultural differences
accurately interpreting non-verbal messages
level of participation
level of interest
capacity to meet outcomes
disengagement

Meta-cognition skills include:

reflection
interpreting
problem solving
analysing
hypothesising

Formal and informal monitoring may include:

observations
performance-based measures
portfolios
demonstrations
projects
journals

Reflection may include:

asking critical questions about own ability,
for example:
what worked
what did not work
how the delivery session could be improved

reviewing records and journals
critically evaluating personal performance

Unit Sector(s)

Not applicable.

Competency Field

Delivery and Facilitation

TAADEL504B Lead and coordinate training services

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to lead and coordinate the provision of training services within a training and assessment organisation.

Application of the Unit

Coordinating training services involves overseeing a training and assessment organisations training operations in one or more areas of service delivery.

This competency includes confirming operational parameters for training; developing the training schedule; organising, guiding and supporting the organisations trainers/facilitators; and monitoring the provision of training services (which may include multi-site and partnership arrangements).

Where this unit is undertaken as a single unit outside of the **TAA50104B Diploma of Training and Assessment**, learners must demonstrate competency in the following pre-requisite units:

TAADES402B Design and develop learning programs

TAADES501B Design and develop learning strategies

TAADEL401B Plan and organise group-based delivery

TAADEL402B Facilitate group-based learning.

Achievement of this unit requires high-level language and literacy skills, and cognitive skills in such areas as planning, analysis, evaluation and synthesis as well as leadership skills.

This unit focuses on the coordination of training services only. The coordination of assessment services is addressed in **TAAASS501B Lead and coordinate assessment systems and services**. Systemic evaluations of training services is addressed in **TAAACMQ503B Lead and conduct training and/or assessment evaluations**.

Related competencies, which include preparing/managing budgets/financial plans, records management, recruitment, selection and performance management are addressed through relevant imported units in the Business Services Training Package. These are listed at the end of this unit.

The competency specified in this unit is typically required by lead trainers/facilitators, program/training coordinators and training managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Organise and arrange training services	<ul style="list-style-type: none">1.1 Documentation relating to scope and legal/organisational requirements for training services is identified, accessed and interpreted1.2 Availability and suitability of relevant trainers/facilitators is identified including across sites1.3 Availability of material and physical requirements is confirmed with relevant personnel within budget specifications1.4 Capacity to provide training services in accordance with scope and legal/organisational requirements is determined and partnership arrangements are developed, organised, agreed and documented as written agreements, where relevant1.5 The training schedule is developed, discussed and agreed with relevant persons

- 2 **Organise and lead training personnel**
 - 2.1 **Quality requirements** relating to the competency of trainers/facilitators are confirmed and documented
 - 2.2 **Communication** and reporting arrangements are determined and agreed
 - 2.3 **Leadership skills** and **coaching and mentoring assistance** is provided to guide and support trainers/facilitators in carrying out their work and **issues/irregularities** are identified and addressed in a timely and appropriate manner
 - 2.4 Opportunities for professional/staff development and internal/external networking are established
- 3 **Monitor training operations**
 - 3.1 The training schedule is monitored and **contingencies** are addressed
 - 3.2 Partnership arrangements are monitored in accordance with written agreements, where relevant
 - 3.3 Training records and reports are monitored to ensure legal/organisational requirements are met
 - 3.4 Feedback from clients and stakeholders is initiated, monitored and addressed
 - 3.5 Outcomes and recommendations of internal/external evaluations of training services are implemented and changes in training services operations are documented and monitored
 - 3.6 Directions for continuous improvement in the provision of training services are identified and reported to relevant persons

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have taken responsibility for the operational parameters for training provision in a specified vocational area/field of training services; provided leadership, direction and support to other trainers/facilitators; and have effectively monitored training services in a training and assessment organisation.

Evidence Requirements

Required knowledge includes:

- relevant legal/organisational requirements for the scope of training services
- organisational policies and procedures relating to the scope of training services
- organisation's quality management systems and processes
- content of relevant Training Packages, competency standards or other organisational benchmarks for training services
- content of relevant documented learning strategies to guide and support the provision of training services
- content of relevant documented learning programs and/or work-based learning pathways to guide and support the provision of training services, where relevant
- how to develop delivery plans, learning activities
- delivery and facilitation methods and practices
- conflict resolution techniques
- coaching and mentoring techniques
- evaluation techniques
- OHS relating to the provision of training services, including:

OHS obligations of the training and assessment organisation, the trainer/facilitator and learner

legislative requirements for information and consultation relevant to safety

elements of an OHS management system as it applies to a training and assessment organisation

nature of OHS risks that should be addressed by a training and assessment organisation

Required skills and attributes include:

language and literacy skills to:

communicate in spoken and written forms with a range of trainers/facilitators and clients in a training context

interpret legal/organisational requirements, policies and procedures

prepare relevant documentation

establish and maintain professional working relationships with colleagues/staff and clients

planning and organisational skills to:

develop training schedules

organise trainers/facilitators

organise material/physical requirements

coaching and mentoring techniques, including how to:

provide encouragement, feedback, advice and guidance

deal with issues/problems

promote safety

analysis and interpretation skills to:

evaluate delivery and facilitation practices

access and interpret organisation's standards and values

determine service provision requirements

observation skills to:

assess the effectiveness of the organisation's provision of training services

distinguish different types of problems, e.g. technical, people and theoretical

problem solving skills to:

combine different modes of thinking such as creative and analytic for practical problem solving

anticipate future implications for own and others' decisions

reliably evaluate alternative solutions

manage continuous improvement processes

leadership skills to:

set direction for others

influence and motivate others

guide and support others

manage conflict

make informed decisions and recommendations

skills to accurately calculate material and physical operational requirements

skills to manage diversity policies and procedures

skills to develop and initiate support systems for trainers/facilitators

Products that could be used as evidence include:

documented operational guidelines

documented training schedules

examples of leadership, support and guidance provided to trainers/facilitators

written partnership agreement/s (where relevant)

analysis of partnership arrangement

	outcomes (if relevant)
	documented actions that address evaluations of training services
Processes that could be used as evidence include:	<p>how information and feedback was analysed to address contingencies and irregularities/issues</p> <p>how partnership arrangements were discussed and agreed upon</p> <p>how trainer/facilitator support and guidance needs were identified and met</p> <p>in the case where coordination and management is across two or more sites, how the consistency of delivery and service was ensured</p>
Resource implications for assessment include:	<p>access to legal/organisational documentation</p> <p>access to operating/simulated training environment</p> <p>access to trainers/facilitators and assessors</p> <p>access to clients</p>
The collection of quality evidence requires that:	<p>assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills</p> <p>a range of appropriate assessment methods/evidence gathering techniques is used to determine competency</p> <p>evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided</p> <p>the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice</p> <p>assessment meets the rules of evidence</p> <p>a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been</p>

Specific evidence requirements must include:

achieved and that consistent performance has been demonstrated

demonstrated performance in coordinating training services in one or more areas of service delivery and which encompasses:

establishing operational parameters and requirements

developing training schedules

providing leadership, support and guidance to trainers/facilitators

reporting on operational arrangements for training services, including advice on future directions

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAAASS501B Lead and coordinate assessment systems and services

TACMQ502B Coordinate training and/or assessment arrangements for apprenticeships/ traineeships

TACMQ503B Lead and conduct training and/or assessment evaluations

TACMQ505B Lead a team to foster innovation

BSBFLM513A Manage budgets and financial plans within work team

BSBFLM514A Manage people

BSBRKG502B Manage and monitor business or records systems

BSBHRM506A Manage recruitment, selection and induction processes

BSBMGT503A Prepare budgets and financial plans

BSBWOR502B Ensure team effectiveness.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Scope of training services refers to:

operational parameters, for example:

single training site

across a number of sites

across states/territories or national

international

operational status, for example:

recognised training and/or assessment services through registration in accordance with Australian Qualification Training Framework (AQTF) **Standards for Registered Training Organisations (RTOs)**

unrecognised/internal/organisational

in partnership arrangement

operational methods, for example:

using Training Packages

using accredited courses

using internal benchmarks and programs

using internal/external learning resources

product-based

Legal/organisational requirements may relate to:

requirements of AQTF relating to training services

specific state or territory registering body requirements

requirements of Training Packages

requirements of accredited courses

apprenticeships/traineeships requirements

Australian Qualifications Framework (AQF)

requirements for the issuance of qualifications/ Statements of Attainment

requirements set by Commonwealth and state and territory legislation relating to occupational health and safety (OHS); anti-discrimination; workplace/industrial relations; workers' compensation

award and enterprise agreements and relevant industrial arrangements

confidentiality and privacy requirements

records and reporting requirements

requirements set by professional associations

requirements set by quality systems

licensing requirements

organisational requirements/policies/procedures

defined resource parameters

ethical standards

Trainers/facilitators refers to:

teachers/trainers/facilitators in own organisation who operate on site

teachers/trainers/facilitators in own organisation operating in different site/s

teachers/trainers/facilitators from another organisation in partnership with own organisation

personnel of own/another organisation who provide vocational/subject matter expertise and who work with the trainers/facilitators

Material and physical requirements may include:

required Training Package/s for training services

documented learning strategies

documented learning programs

learning materials and learning resources

curriculum

organisational competency standards/benchmarks

IT equipment and associated software/hardware

materials and equipment relevant to the unit of competency/subject area being delivered venues

Partnership arrangements are:

collaborative arrangements between a Registered Training Organisation (RTO) and other organisations including other RTOs which enable the partners to share for mutual benefit their resources, effort, time, costs, responsibility and expertise in the provision of training and/or assessment services. These arrangements are regulated by the AQTF Standards for Registered Training Organisations which requires a written agreement between the RTO and each organisation that provides training and/or assessment services on behalf of the RTO.

Written agreements for partnership arrangements may include:

description of the collaborating training and/or assessment organisation/s

objectives and scope of service

the nature of the collaboration including quality assurance, record keeping and maintenance; and issuance of qualifications/Statements of Attainment/organisational internal awards

terms of the agreement, such as the duration of the agreement, financial arrangements

organisation and management of the agreement in terms of allocating of various activities and roles and responsibilities of each organisation in the partnership

a description of equipment, learning materials and facilities contributed by collaborating partners

an outline of communication strategies

a description of who retains the rights to any intellectual property produced

an outline of how and what activities will be promoted

strategies for regular review of objectives of the collaboration, operational processes and any issues

Training schedule relates to:	training services schedule or timetable in a single area of training service or across multiple areas defined by registered scope or organisational scope and may include: annual/biannual/monthly calendar of training qualifications/courses/learning programs/events dates/timetable for specific units/subjects/modules within qualifications/courses/learning programs names/details of training staff to be used details of material/physical requirements confirmation of venues/sites
Relevant persons may include:	chief executive officer / human resource manager training managers training coordinators trainers/facilitators
Quality requirements refers to:	AQTF standards of competency for trainers/facilitators organisational standards/qualifications for trainers/facilitators
Communication may include:	regular guidance, support and direction to trainers/facilitators regular meetings to discuss aspects of training services
Leadership skills may include:	techniques for initiating action and directing decision making strategies for presenting a confident, assured and unhesitant manner in response to challenging situations strategies for responding to unreasonable expectations maintaining ethical practice and beliefs modelling expected behaviour and personal presentation standards time management

Coaching and mentoring assistance includes:

strategies for acknowledging and respecting the attitudes and beliefs of others

techniques for promoting active and genuine participation

identifying any gaps in training/facilitation skills/competency

explaining legal/organisational/policy requirements

clarifying training/facilitation issues

providing encouragement and direction

providing feedback/advice/guidance

promoting safety in training/facilitation

solving problems

Issues/irregularities may include:

competency gaps of trainers/facilitators

difficulties trainers/facilitators have in developing effective group delivery plans/learning activities

difficulties trainers/facilitators have in developing effective work-based learning pathways

difficulties trainers/facilitators may have in managing professional relationships with each other or individual learners

difficulties trainers/facilitators have in being able to address individual learner needs

difficulties trainers/facilitators have in managing learners/learner interactions

technical difficulties especially in an e-learning environment

other trainer performance issues

Contingencies in the training schedule may include:

issues in meeting learning strategy requirements

issues in meeting learning program requirements

issues/gaps in material/physical resource requirements

delivery issues with personnel, e.g. absenteeism

venue difficulties

inadequate provision of records/reports by
trainers/facilitators

meeting contractual obligations

Unit Sector(s)

Not applicable.

Competency Field

Delivery and Facilitation

TAADES501B Design and develop learning strategies

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to design, develop and evaluate learning strategies.

Application of the Unit

Learning strategies document a framework for the learning requirements and the teaching/delivery and assessment arrangements of a vocational education and training qualification. The learning strategy is the umbrella document that outlines the requirements for designing the learning and assessment process at the qualification level.

These requirements include: determining the specific criteria or learning outcomes to be achieved; any recognition and entry requirements (if appropriate); an outline of the areas of learning/content to be addressed; the assessment requirements, the broad sequence of learning, the delivery and assessment methods to be used, the resources required and any other additional information to support a learning and assessment pathway to a qualification. The criteria may already exist if the qualification is part of a Training Package. In this instance the endorsed competency standards packaged within the Training Package qualification constitute the relevant criteria. Alternatively, if the learning strategy takes the form of a course for accreditation, the learning outcomes may need to be developed to reflect an identified industry, enterprise or community need.

This unit addresses the competency requirements for developing a learning strategy relevant to both Training Package qualifications and course-based qualifications.

The learning strategy provides an overview or outline only. Detailed guidance is fleshed out through the content of specific learning programs. Each learning strategy would require development of a number of learning programs, depending on the design approach of the learning strategy.

The competency of developing learning programs is addressed separately in **TAADES402B Design and develop learning programs**.

In a traineeship or apprenticeship context, this unit should be linked directly to **TAACMQ502B Coordinate training and/or assessment arrangements for apprenticeships/ traineeships**, which more closely establishes the learning strategy requirements for that model of training delivery.

The competency specified in this unit is typically required by instructional designers, trainers/facilitators, training consultants and training coordinators/managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Determine the parameters of the learning strategy	<p>1.1 The purpose of the learning strategy is clarified</p> <p>1.2 The likely target groups and their needs for learning are clarified</p> <p>1.3 The characteristics of the likely target groups are researched and identified</p> <p>1.4 Qualification options for meeting the likely target group needs are researched, and the appropriate option is selected</p> <p>1.5 Consultations are carried out to confirm the parameters of the learning strategy with relevant people</p>
2 Develop the framework for the learning strategy	<p>2.1 The learning strategy design reflects the qualification requirements of the selected qualification</p> <p>2.2 Industry or organisation documentation is analysed to determine additional and supporting requirements</p> <p>2.3 Options for design are researched and analysed, based on likely target groups, their learning needs</p>

- and contexts for delivery
- 2.4 The learning strategy design reflects and is supported by **appropriate learning theories** and **instructional design principles**
 - 2.5 The design approach is determined and broad **content headings** are identified and documented
 - 2.6 Consultations are carried out to confirm the framework
 - 2.7 The review process for the learning strategy is developed
- 3 **Devise the content and structure of the learning strategy**
- 3.1 Each content heading is elaborated and documented to form an overview of content to be addressed
 - 3.2 The content is sequenced to support learning, and overall timelines are determined within **operating constraints**
 - 3.3 Learning strategy outcomes are expressed to reflect both **generic** and specific learning outcomes to be achieved
 - 3.4 **Pathways** are addressed and documented
 - 3.5 **Appropriate delivery** and **assessment strategies** are identified and documented, taking account of the learning parameters, design framework and learning context
 - 3.6 **Operational requirements** are identified and documented
 - 3.7 The completed learning strategy is checked for completeness
- 4 **Review the learning strategy**
- 4.1 The learning strategy is reviewed in collaboration with relevant people against **relevant criteria** prior to and post implementation
 - 4.2 A post-implementation review process is documented which includes **measures** for identifying the effectiveness and quality of the learning strategy
 - 4.3 Recommendations/changes based on outcomes of

the review processes are made, where appropriate, and documented

- 4.4 Modifications are further confirmed with relevant people, where appropriate

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have designed at least two learning strategies.

The learning strategies provided as evidence must: establish the learning context; identify learner and client needs; identify the units or other criteria which best reflect these needs; outline the learning framework which has been designed and sequenced to maximise learning; be logical, innovative and engaging to the learner group; identify the delivery and assessment arrangements; indicate pathways to, from and within the qualification; identify the operational resources needed to deliver the strategy; and provide a review process both before and after implementation.

Evidence Requirements

Required knowledge includes:

Training Packages, including:

range of current and relevant Training Packages

structure and definition of the endorsable components of Training Packages

content of Training Package/s relevant to learning strategy

availability of relevant noted support materials

relevant accredited courses

relationship to the National Reporting System (NRS)

AQTF including:

standards for Registered Training Organisations (RTOs)

standards for State and Territory Registering/Course Accrediting Bodies

AQF including:

key features of each qualification
guidelines for each qualification title
national guidelines on cross-sector links
issuing a qualification guideline for
qualification title of the learning strategy
guidelines on cross-sector qualification
linkages

industry and enterprise knowledge, for
example:

the names of relevant industry associations
and trade unions

the relevant ISC or state/territory authorities

particular industry or enterprise requirements
relevant to the learning strategy

industry licensing arrangements (where
relevant)

particular regulations and guidelines relevant
to the learning strategy, e.g. immigration,
labour market

a general knowledge of the main branches of
adult learning theory, for example:

behavioural learning theory

information processing theory

cognitive learning theory

andragogy

vocational education and training pedagogy

learning principles, for example:

adults have a need to be self-directing

adults have a range of life experience which
they can connect to learning

adults have a need to know why they are
learning something and its benefits

training needs to be learner-centred to
motivate adults

the learning environment encourages

interaction

instructional learning design, including:

presenting material in a logical order and sequence

presenting material in order of increasing difficulty

opportunities for review of material and repetition

the need for learner activity and interactivity

inclusion of a variety of approaches and techniques for presenting information and activities and for encouraging participation by learning

structure of the information is clear, logical

assessment, including:

Training Package Assessment Guidelines requirements

AQTF requirements

the basis and rationale for different assessment methods appropriate to the learning strategy

assessment tool design

appropriate cultural sensitivity, for example:

organisation diversity policies

cultural learning styles, preferences and communication of the indigenous community

cultural learning styles, preferences and communication of other potential target groups

reasonable adjustment principles and practice

sources of information, for example:

National Training Information Service (NTIS)

vocational education and training national bodies - DEST; ISCs; National Centre for

Vocational Education Research (NCVER);
and Australian Qualifications Framework
Advisory Board (AQFAB)

State and Territory Training Authorities
(STAs) and agencies

regulatory agencies

professional associations

relevant policy, legislation, codes of practice
and national standards including
Commonwealth and state/territory
legislation, for example:

security of information

plagiarism

competency standards

licensing

industry/workplace requirements

duty of care under common law

anti-discrimination including equal
opportunity, racial vilification and disability
discrimination

workplace relations

industrial awards/enterprise agreements

relevant OHS knowledge relating to the work
role, and OHS considerations which need to
be included in the learning strategy,
including:

internal policies and procedures to meet OHS
requirements

hazards commonly found in the work
environment to which learning is related

Required skills and attributes:

literacy skills to:

read, interpret and analyse information

develop and revise the content

write the learning strategy in accordance with design requirements

document and record the strategy using appropriate computer software

planning skills to:

set timelines to develop the learning strategy

organise and structure the development process

identify the tasks to be undertaken

identify measures to monitor progress

research skills and techniques to gather and interpret information relevant to the content and development of the learning strategy, for example:

literature and web-based research

interviews

focus groups

communication skills to:

clearly articulate information

collaborate with others on the strategy development

get feedback on the strategy

interpersonal skills to:

manage conflict and problems

negotiate the strategy development

solve problems

Products that could be used as evidence include:

documented learning strategies

documented reviews of learning strategies

	evidence of collaboration that took place during the strategy development
	documentation analysing industry or organisational documentation
	documentation outlining content research
Processes that could be used as evidence include:	how learner characteristics were researched, the methods used and why
	how others were consulted to plan the strategy and why those people were selected
	how Training Package qualification rules were interpreted or how learning outcomes were defined
	how the learning framework was designed and the reasons for the approach adopted
	why the content was sequenced in the proposed order
	how reflection has been built into the learning design process and why it is important
Resource implications for assessment include:	access to industry/organisation documentation
	access to relevant learner information
	access to materials/information to support content outline of learning framework
	time to achieve the unit and meet the evidence requirements
	access to relevant persons
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit, i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
	a range of appropriate assessment methods/evidence gathering techniques is used to determine competency
	evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

a minimum of two examples of a learning strategy designed by the candidate with differentiated design structures in each that reflect the specific qualification requirements, client needs and contexts of application

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADES401B Use Training Packages to meet client needs.

TAACMQ502B Coordinate training and/or assessment arrangements for apprenticeships/ traineeships

TAAASS501B Lead and coordinate assessment systems and services.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Purpose may be to:

- implement a Training Package qualification
- meet an identified client, industry or community need
- provide learning pathways/career development
- provide for apprenticeship/traineeship qualifications
- settle in Australia
- develop of English language, literacy and numeracy skills
- meet regulatory requirements

A learning strategy may apply to:	<ul style="list-style-type: none"> a nationally endorsed qualification from a Training Package or accredited course a traineeship or apprenticeship a course to be accredited with an AQF qualification outcome
Likely target groups and their needs may include:	<ul style="list-style-type: none"> existing industry/enterprise employees school leavers new entrants to the workforce apprentices/trainees individuals learning new skills/knowledge individuals seeking to upgrade skills/knowledge individuals changing careers unemployed individuals and groups learners who have a disability, or are members of target groups such as Aboriginal and Torres Strait Islander communities recent migrants individuals/groups meeting licensing or other regulatory requirements particular class of visa holder
Characteristics of target groups may include:	<ul style="list-style-type: none"> level and breadth of work experience level and previous experiences of formal education skill/competency profile socio-economic background cultural background and needs age specific physical or psychological needs motivation for learning language, literacy and numeracy needs learning styles and preferences as determined by funding body, e.g. residence and length of time in Australia, length of time unemployed specific levels of English language, literacy

and numeracy skill as determined by initial assessment process

Qualification options may include:

selecting a relevant qualification from an endorsed Training Packages

using the packaging guidelines of the Training Package to determine the final mix of units which form the qualification

selecting appropriate existing accredited courses

developing a new accredited course based on combining endorsed units from different Training Packages or developing new competency standards to meet the identified need

Relevant people may include:

enterprise/industry clients

Industry Skills Councils

state/territory industry training advisory bodies

industry associations/employer bodies

trade unions

professional associations

universities

research agencies

regulatory/licensing authorities

subject or technical specialists/experts

previous clients

people working in the roles targeted by training

government agencies and departments, including:

OHS authorities

Department of Education, Science and Training (DEST)

Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)

Qualification requirements may include:

relevant Training Package qualification or

packaging rules

AQF guidelines for qualifications, including:

key features of each qualification

guidelines for each qualification title

national guidelines on cross-sector linkages

issuing a qualification

Australian Quality Training Framework

(AQTF) Standards for State/Territory

Registering/Course Accrediting Bodies

levels and aspects of communication of the

National Reporting System (NRS)

**Industry or organisation
documentation may include:**

workplace policies and procedures

internal competency specifications

existing training or learner support materials

existing course information/curriculum

industry codes of practice, guidance notes

and other industry information on hazard and
risk control

business and risk management strategies

job descriptions

case studies

regulatory requirements related to the job,
including licensing

outcomes of organisational training needs
analyses

documented research relating to potential
content

contextualisation rules of relevant endorsed
industry Training Package/s

relevant Training Package noted support
materials

Options for design may include:

a learning framework that addresses each
unit of competency separately unit by unit
within the qualification

a learning framework that is based on
clustering units into meaningful
combinations to create an integrated learning

framework for the qualification

a learning framework-based on building
from less complex to more complex
tasks/skills/knowledge learning
objectives/outcomes

a learning framework designed around work
structures, work organisation and work
activities

project-based learning models

a learning framework built around
synthesising knowledge and skill
requirements across the qualification

an articulated approach

combinations of the above

**Appropriate learning theories may
include:**

behaviourist

social learning

discovery learning

cognitive learning theory

constructivist

situational

humanistic

action science

applied learning models

Instructional design principles may include:

presenting material in a logical order and sequence

presenting material in order of increasing difficulty

opportunities for review of material and repetition

the need for learner activity and interactivity

inclusion of a variety of approaches and techniques for presenting information and activities and for encouraging participation by learning

structuring the information effectively

application of adult learning principles

Content headings may separate learning into:

topics

subjects

modules

units

knowledge components

technical skill sets

work activities

the development of specific English language, literacy and numeracy skills

generic skills

Operating constraints may include:

budget

timelines

availability of support materials

nominal hours

human and physical resourcing requirements

occupational health and safety (OHS) requirements

Generic outcomes may include:

spoken and written communication

team work

numeracy

problem solving

planning and organising work

use of technology
self-management
initiative and enterprise
how to learn
OHS

Pathways may include:

entry and exit
prerequisites/co-requisites
access and equity
RPL/RCC arrangements
credit transfer arrangements
articulation with other qualifications

Appropriate delivery strategies may include:

the focus of delivery, for example:
groups of varying sizes
groups from single context/from multiple contexts
groups of similar educational/competency levels/groups with divergent educational/competency backgrounds
individuals

the context of delivery, for example:
in the workplace
in a simulated work environments
in the training room/classroom
in specialist environments - e.g. laboratory, computer room
through the Internet
at home
in a community setting

the mode of delivery, for example:
face-to-face
technology-based -
electronic/computer-based/
online/audiovisual

experiential

distance resource-based

blended

delivery methods, including:

lock step/learner-paced/mixed

interactive/participative/collaborative

trainer/facilitator-centred/learner-centred

time and place dependent/independent

demonstration

instruction

presentations

guided facilitation

learning activity-based

guided work-based

activities/applications/experiences

tutoring

project-based

individual facilitation techniques - coaching/
mentoring

blended delivery methods

Appropriate assessment strategies may include:

the identification and interpretation of competency standards/other criteria for assessment and for validation

application of Training Packages Assessment Guidelines

arrangements for recognition of existing competency (RCC/RPL), including provision of guidance and assistance to candidates in gathering and evaluating evidence

determination of assessment methods for identified competency standards

selection of assessment tools for identified competency standards

organisational arrangements for assessment, including physical and human resources, roles and responsibilities and partnership

	arrangements, where relevant
	nominated quality assurance mechanisms
	identified risk management strategies
Operational requirements may include:	infrastructure including facilities, plant/equipment
	staffing requirements including number of full-time, part-time and sessional trainers/facilitators
	other staffing needs including technical support, specialist and administrative personnel
	copy/ies of relevant Training Package/s
	learning resources
	reference lists
Relevant criteria may include:	Training Package requirements
	accreditation requirements
	curriculum design
	OHS implications for delivering the learning strategy
Measures may include:	learner/participant feedback
	feedback from clients and industry bodies
	enrolments
	completion rates
	Statements of Attainment, competencies achieved, qualifications awarded
	return business
	development of language, literacy and numeracy skills as measured by the National Reporting System (NRS)

Unit Sector(s)

Not applicable.

Competency Field

Learning Design

TAADES502B Design and develop learning resources

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to design and develop resources to support learning.

Application of the Unit

Learning resources are designed to enhance and support the effectiveness of the learning process. They provide guidance, materials, learning and assessment activities, and relevant information that address the competencies/learning outcomes to be achieved by the learner. In the **TAA04 Training and Assessment Training Package**, learning resources are defined as learning materials that have been specifically developed to address a substantive area of teaching/learning and/or assessment guidance and support.

Learning resources may address a whole Training Package, a Training Package or course qualification or a learning program. Learning resources may also take the form of existing equipment, physical materials and physical resources within the learning environment.

Learning resources can take a variety of forms such as facilitation guides, learning guides/participant resources, assessment materials, workplace resources and text books, and may be self-paced or instructor-led. While primarily text and print-based, other mediums such as audio or video learning resources could be developed using this unit. The complexity of the resource will vary depending on its focus, type, audience and technological medium.

Although the range of learning resources may vary, the skills and knowledge required to design and develop them is the same, with instructional design being a critical aspect.

Where a learning resource product is built around an electronic medium, other critical skills, knowledge and outcomes are required. These are addressed through separate units of competency, **TAADES503B Research and design e-learning resources** and **TAADES504B Develop and evaluate e-learning resources**. Co-learning and co-assessment is suggested where competency across all media is required.

Design and development are combined in this unit. In some circumstances the design phase and content development are separated, especially in a large project. However, it is important that competency reflects the whole process.

Depending on the complexity of the resource, extensive consultation and working with others may be required.

This unit can provide a specific application for undertaking the generic unit **TAATAS503B Manage contracted work**.

The competency specified in this unit is typically required by trainers/facilitators, instructional designers, assessors and consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Research and interpret the learning resource requirements	<p>1.1 The brief, focus and type of learning resource is clarified with the client</p> <p>1.2 The likely target audience/s, their learning needs and the learning environment for the resource are researched</p> <p>1.3 The characteristics of the learners/end users of the learning resource are identified</p> <p>1.4 Existing information which may be relevant is gathered, collated and analysed</p> <p>1.5 Ethical and legal considerations are identified and acted upon</p> <p>1.6 A development work plan is written and documented</p>

- 2 **Design the learning resource and plan the content**
 - 2.1 A range of **design options** is generated using a variety of **principles and techniques**
 - 2.2 Time is taken to **reflect** on the designs, identifying the implications of each
 - 2.3 The diversity of learners/end users and their **learning styles** are researched and embedded into the design specifications
 - 2.4 An **outline or prototype** for the learning resource is developed and confirmed with the client
 - 2.5 The **content specifications** of the learning product are analysed and the proposed content is mapped out
 - 2.6 The breadth and depth of the proposed content is determined, in accordance with the design prototype, content specifications and financial constraints
 - 2.7 **Relevant personnel** are identified to support the development phase, if needed
- 3 **Develop the learning resource content**
 - 3.1 Content and content specification is developed in accordance with the agreed design
 - 3.2 Modifications are made to the design and/or content, where necessary, to address changes in project parameters
 - 3.3 **Mechanisms** for reviewing work in progress are established
 - 3.4 Text is clear, concise, grammatically correct and appropriate for the intended audience/s
 - 3.5 Visuals are relevant, instructive and appropriate for the intended audience/s
 - 3.6 The resource is formatted using an appropriate **style guide**
- 4 **Review learning resource prior to implementation**
 - 4.1 Content of the resource is checked to ensure the accuracy and relevance of information against content specifications
 - 4.2 Text, format and visual design are checked for

clarity and focus

- 4.3 An external review is conducted using appropriate **methods**, and feedback is incorporated where relevant
- 4.4 Final draft is reviewed against the brief and other relevant criteria to ensure it meets all requirements prior to delivery to the client
- 5 **Evaluate the design and development process**
 - 5.1 The design and development process is reviewed against appropriate **evaluation criteria**
 - 5.2 Time is taken to reflect and identify areas for improvement
 - 5.3 Identified improvements are documented for future projects

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have designed and developed learning resources.

The learning resources provided as evidence must: clearly identify the target audience; be appropriate to the target group; and be well structured, clear, interesting, appropriate, easy to use, and accessible.

Competency also requires demonstrated ability to research learning resource requirements and content, seek and accept feedback, work effectively with a project team or other experts as required, and critically evaluate own work.

Evidence Requirements

Required knowledge includes:

sound knowledge of the vocational education and training system, including:

relevant terminology

training and assessment processes

Training Packages and competency standards

the Australian Quality Training Framework (AQTF) requirements

the Australian Qualifications Framework (AQF)

instructional design, for example:

planning, analysis, development, synthesis, evaluation

presenting material in a logical order and sequence

opportunities for collaborative learning between learners

navigation tools

presenting material in order of increasing difficulty

opportunities for review of material and

repetition

the need for learner activity and interactivity

inclusion of a variety of approaches and techniques for presenting information and activities and for encouraging participation by learning

structure of the information

ensure learning is embedded in a realistic and relevant context

techniques to engage the learner in learning

visual design principles/techniques, for example:

format

composition

balance

typography

images/graphics

charts/diagrams

research and evaluation techniques, including:

interviews

focus groups

workshops

questionnaires

literature reviews

web research

pilot processes

a general knowledge of the main branches of learning theory, for example:

behavioural learning theory

information processing theory

cognitive learning theory

andragogy

vocational education and training pedagogy

learning principles, including:

adults are autonomous and self-directed

adults have life experience to draw on

adults are goal-oriented

adults need relevance

adults are practical

adults need to be shown respect

cultural awareness

a range of learning approaches and styles of learning resources

different learning styles, including:

activist

reflector

theorist

pragmatist

kinaesthetic

auditory

visual

language, literacy and numeracy (LLN)

issues, for example:

principles and definitions

how to work out the LLN level of likely

users, and LLN requirements of the resource

relevant policy, legislation, codes of practice and national standards including

Commonwealth and state/territory

legislation, for example:

copyright and privacy laws relating to electronic technology

security of information

plagiarism

competency standards

licensing
industry/workplace requirements
duty of care under common law
anti-discrimination including equal
opportunity, racial vilification and disability
discrimination
workplace relations
industrial awards/enterprise agreements

relevant OHS knowledge relating to the work
role, and OHS procedures which need to be
included in the content of the learning
resource

OHS obligations of the training and/or
assessment organisation, the
trainer/facilitator and learner

Required skills and attributes include:

review and analysis skills to:
identify areas for improvement
recognise personal limitations

communication and interpersonal skills to:
collaborate with a range of people
seek feedback from others
be open to feedback and suggestions
maintain a network
listen
negotiate

computer/technical skills, for example:
using a range of software programs
using a range of office equipment

literacy/writing skills, including:
writing from the learner's perspective
writing for different audiences

using plain English and correct grammar
pitching writing to the appropriate level
using an appropriate style
having an eye for detail

time management skills, including keeping to
appropriate timelines

analytical skills to:

identify critical learning points

structure and weight the contents
appropriately

determine appropriateness of feedback

ability to develop a range of learning
activities

research skills to:

find content and relevant information

interview relevant people

solve problems

ask questions

**Products that could be used as evidence
include:**

learning resources developed

letters to relevant personnel seeking
comments and feedback

evaluation forms

minutes of meetings

drafts of resources

feedback received from others

**Processes that could be used as evidence
include:**

how research was undertaken and why

how consultative process was set up

how industry or end user requirements were
established

how resource was evaluated and reviewed

what methods were used to evaluate the
process used for resource development and
why

	ways in which personal skills and efficiency were developed and monitored and why
	how personal workload was managed
Resource implications for assessment include:	research for content of resources
	access to experts for review and consultation
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
	a range of appropriate assessment methods/evidence gathering techniques is used to determine competency
	evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided
	the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice
	assessment meets the rules of evidence
	a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated
Specific evidence requirements must include:	a complete print-based learning resource product that demonstrates competency in accordance with the specifications of this unit or
	evidence of contributions to a range of learning resources and learning materials that in combination demonstrate competency in accordance with the specifications of this unit
	evidence of transferable application to the development of other learning resources
	designed under the guidelines for Training Package support materials

print-based

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADES401B Use Training Packages to meet client needs

TAADES402B Design and develop learning programs

TAADES501B Design and develop learning strategies

TAADEL405B Coordinate and facilitate distance-based learning

TAATAS503B Manage contracted work

TAADES503B Research and design e-learning resources

TAADES504B Develop and evaluate e-learning resources.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

The brief of the learning resource may include:

a client proposal
identified gap in the learning product market
a tender
an organisational need

Focus of the learning resource may include:

a whole Training Package
a Training Package
qualification/qualifications
a traineeship/apprenticeship
an accredited course
individual competency
standards/modules/subjects
a non-accredited course
a learning program
a learning resource to support the
introduction/ implementation of new
technology/equipment

Type of learning resource may include:

Training Package noted support materials,
such as:
learner/user guides
trainer/facilitator guides
training guides
example training programs
specific case studies
professional development materials
assessment materials

other published, commercially available
support materials for Training
Packages/courses
organisational learning resources

competency standards as a learning resource

videos

CDs and audio tapes

references and texts

manuals

record/log books

learning resources and learning materials developed under the Workplace English Language and Literacy (WELL) program

learning resources produced in languages other than English as appropriate to target group learners and workplace

The learning resource is:

designed to enhance and support the effectiveness of the learning process. It provides guidance, materials, learning and assessment activities, and relevant information that addresses the competencies/ learning outcomes to be achieved by the learner

Likely target audience/s and learning environment must include:

who the learning resource is for

what the learning resource is designed to do

how the learning resource will be used

where the learning resource will be used

possible mediums to be used

Research may include:

interviews

focus groups

informal discussions

literature reviews

Internet research

evaluations of existing products

questionnaires

workshops

Characteristics of the learners/end users may include:

level of prior experience/knowledge of content area

skill/competency profile

range and response to previous learning

experiences
level of education
socio-economic background, age, gender
current work
work culture
cultural and ethnic background
disability or learning support needs
preferred learning styles
motivation for learning
English language, literacy and numeracy needs

Existing information may include:

industry/end user needs
industry best practice and culture
existing learning resources and learning materials
relevant Training Packages/competency standards
relevant courses, curriculums, modules
workplace procedures, documentation, and requirements
industry coverage
roles and responsibilities of groups and individuals
information from industry experts and advisers

Ethical and legal considerations may include:

contract preparation
meeting contractual requirements
intellectual property
regulatory requirements including occupational health and safety (OHS)
organisational requirements
equity issues and needs
potential legal consequences of false, misleading or incorrect information

Development work plan may include:

timelines and milestones to be achieved

scheduled meetings and focus groups
consultative processes
handover requirements
equipment, learning resources and learning materials needed
industry information/practices
budget
identification of risks/risk management strategies
organisation/industrial politics
access to experts/advisers

Design options may include:

use and extent of practical activity-based content and passive content (reading, interpreting and absorbing information)
use and extent of text-based information and graphical information
level of depth of text-based information and sophistication of language
level of completeness in addressing the focus
options for presenting text-based information e.g. straight text, question and answer, case studies
visual design
sequencing of material
sources of further information/further reading
style guides
visual look

Principles and techniques may include:

instructional design, for example:
presenting material in a logical order and sequence
opportunities for collaborative learning between learners
navigation tools
presenting material in order of increasing difficulty
opportunities for review of material and

repetition

the need for learner activity and interactivity

inclusion of a variety of approaches and techniques for presenting information and activities and for encouraging participation by learning

structure of the information

ensuring learning is embedded in a realistic and relevant context

techniques to engage the learner in learning

creative thinking, for example:

brainstorming

mind mapping

scenario setting

lateral thinking

visual/graphic design, for example:

format

composition

balance

typography

images/graphics

charts/diagrams

research and evaluation, for example:

of other learning resources

up-to-date research on learning

Reflect may include:

asking key questions

discussing details with others, for example:

colleagues

team members

other learning product

developers/instructional designers

the client

supervisor/manager

standing back from work

setting specified times for reflection

reviewing personal skills

Learning styles may include:

theoretical

pragmatic

active

reflective

kinaesthetic

auditory

visual

Outline or prototype may include:	mock-up framework model format specifications
Content specifications may include:	requirements of relevant Training Packages, competency standards/benchmarks OHS requirements work practices and procedures culture and ethics of the learner/end user environment organisational requirements copyright/intellectual property agreements/ acknowledgements
Relevant personnel may include:	subject matter/technical experts industry experts colleagues learners or users industry stakeholders specialist consultants, e.g. language, literacy and numeracy specialists
Mechanisms may include:	verbal or written communication with relevant personnel verbal or written communication with content experts project updates internal/external reviews of drafts
Style guide may include:	fonts - types and sizes line spacing white space icons use of visuals - icons, photographs, pictures, diagrams signposting logos

Methods may include:

DEST Style Guide

client style guide

evaluation by experts

pilot

focus groups

questionnaires

checklists

workshops

telephone interviews

Evaluation criteria may include:

meeting the brief

satisfaction of the client

timeliness

cost

design issues/modifications required

blockages and responses

team effectiveness/cohesion

level of expertise required/available

Unit Sector(s)

Not applicable.

Competency Field

Learning Design

TAAENV501B Maintain and enhance professional practice

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required for individuals to manage their personal professional performance and to take responsibility for their professional development in relation to the provision of training and/or assessment services.

Application of the Unit

This unit addresses the processes required to maintain a high level of professional performance in the vocational education and training field. It includes modelling high standards of performance in accordance with professional standards and procedures, and the processes and outcomes involved in determining professional development needs and participating in associated activities.

This unit is also designed to assist vocational education and training personnel to identify strategies for maintaining currency and to respond to changes in vocational education and training policy and the operating environment.

The competency specified in this unit is typically required by a person involved directly or indirectly in the provision of training/ assessment services in a **training and/or assessment organisation** (refer to the definition provided in the Range Statement).

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Model high standards of performance	<p>1.1 Personal performance is consistent with the organisation's goals and objectives</p> <p>1.2 Appropriate professional techniques and strategies are modelled</p> <p>1.3 Personal work goals and plans reflect individual responsibilities and accountabilities in accordance with organisational/legal requirements</p> <p>1.4 Ethical and inclusive practices are applied in professional practice</p>
2 Determine personal development needs	<p>2.1 Personal knowledge and skills are assessed against units of competency and other relevant benchmarks to determine development needs and priorities</p> <p>2.2 Changes in vocational education and training policy and operating environments are identified and the impact on professional practice and personal development needs is determined</p> <p>2.3 Feedback from colleagues and clients is used to identify personal learning needs/areas of professional development</p> <p>2.4 Future career options are identified</p> <p>2.5 Personal learning needs are documented and updated</p> <p>2.6 Personal development needs are discussed with relevant personnel for inclusion in the professional development plan</p>

- | | |
|---|---|
| 3 Participate in professional development activities | 3.1 Development opportunities suitable to personal learning style/s are selected and used to support continuous learning and maintain currency of professional practice |
| | 3.2 Professional networks are participated in to support continuous learning and to maintain professional practice |
| | 3.3 Own performance and professional competency is continuously improved through engagement in professional development activities |
| | 3.4 Technology is used to maintain regular communication with relevant networks, organisations and individuals |
| 4 Reflect on and evaluate professional practice | 4.1 Developments and trends impacting on professional practice are researched and integrated into work performance |
| | 4.2 Feedback from colleagues/clients is used to identify and introduce improvements in work performance |
| | 4.3 Innovative and responsive approaches for improving professional practice are identified through the use of continuous improvement techniques and processes |
| | 4.4 Records, reports and recommendations for improvement are managed within the organisation's systems and processes |

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that that they have managed their personal professional development. This includes documenting personal learning needs, having input into the professional development plan, in consultation with relevant personnel, participating in relevant industry networks and maintaining currency of professional practice.

Candidates must show that they have participated in relevant industry/professional development events or activities; identified and prioritised individual networking needs; shown how networks have been used to gain information and other support appropriate to workplace or work role; shown how feedback was used to identify further areas for development; used reflection strategies to identify new ways of improving performance; and used technology to access new information.

Evidence Requirements

Required knowledge includes:

- organisational goals/objectives
- organisational processes, procedures and opportunities relating to professional development
- a range of continuous improvement techniques and processes and their application
- social and education trends and changes impacting on the vocational education and training environment, for example:
 - policy changes
 - technological changes
 - cultural changes
 - economical changes
- networks relevant to professional practice
- standards/principles, ethical/inclusive principles and practices
- types and availability of training
- development activities and opportunities

relevant policies, legislation, codes of practice and national standards including national Commonwealth and state/territory legislation for example:

Training Packages, competency standards, other relevant benchmarks

licensing requirements

industry/workplace requirements

duty of care under common law

recording information and confidentiality requirements

anti-discrimination including equal opportunity, racial vilification and disability discrimination

workplace relations

industrial awards/enterprise agreements

National Reporting System

relevant OHS knowledge relating to the work role/work context, and OHS when managing own professional practice and performance

Required skills and attributes include:

reflection skills to:

systematically evaluate personal work practices to improve performance or understanding

reduce or prevent stress

leadership skills to present a professional image

self-evaluation skills to:

identify gaps in skills or knowledge

obtain competencies to meet current and future organisational objectives

research skills to:

keep up with trends in vocational education and training to obtain current information

identify relevant industry affiliations

keep up with trends/changes/developments in the vocational area of competency

communication skills to:

obtain feedback from colleagues and clients

participate in professional networks

consult with colleagues and clients

interpersonal skills to:

participate in industry events and activities

build professional relationships

networking skills to build an industry network

literacy skills to:

document personal learning needs

read and interpret vocational education and training information such as legal/organisational policy documents

complete and maintain records related to professional development

time management skills to:

organise professional development activities

analyse and identify career options

create a balance between work, study, personal and recreation activities

Products that could be used as evidence include:

documented personal learning needs
examples of developments and trends researched
examples of continuous improvement techniques and processes used

Processes that could be used as evidence include:

how organisational ethics and/or practices were accessed and applied within organisational requirements
how and why personal development needs were identified
how feedback was obtained from clients and colleagues and used to improve work performance
how and why professional practice was reflected on and evaluated

Resource implications for assessment include:

relevant organisational/legal documentation
access to relevant benchmarks
access to networks, technology, communication

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit, i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
a range of appropriate assessment methods and evidence gathering techniques is used to determine competency
evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided
the evidence collected must relate to a number of performances assessed at different points in time and in a Learning and Assessment Pathway these must be separated by further learning and practice
assessment meets the rules of evidence
a judgement of competency should only be made when the assessor is confident that the

Specific evidence requirements must include:

required outcomes of the unit have been achieved and that consistent performance has been demonstrated

evidence of contribution to professional development plan

evidence of networking and using technology to gain information and other support

evidence of participating in professional development activities and maintaining currency

evidence of incorporating self reflection, feedback obtained from clients/colleagues into professional practice

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAAASS501B Lead and coordinate assessment systems and services

TAACMQ505B Lead a team to foster innovation

TAADEL503B Provide advanced facilitation to support learning.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Training and/or assessment organisation refers to:

a Registered Training Organisation (RTO), i.e. an organisation registered to provide recognised training and assessment services; includes TAFE institutes, private commercial colleges/companies, enterprises, community organisations, group training companies and schools

an organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services

an organisation that provides non-recognised training and assessment services

Organisation's goals and objectives may relate to:

business plan

strategic plan

operational plan/s

organisation's code of conduct

flexibility and client responsiveness

client satisfaction

financial performance

people management

marketing and client service

quality and quality assurance

Professional techniques and strategies may include:

techniques for initiating action and directing decision making

strategies for presenting a confident and assured manner in challenging situations

maintaining ethical practice in the face of opposition

modelling behavioural and personal presentation standards

motivation strategies

time management

Organisational/legal requirements may include:

strategies for acknowledging and respecting the attitudes and beliefs of others

techniques for promoting active participation

customer complaints, grievances and appeals

risk identification and management, including OHS

quality and continuous improvement processes and standards, including validation systems

financial management, including refund policies and systems to protect fees paid in advance (if appropriate)

recognition of qualifications issued by other training and/or assessment organisations

access and equity

client selection, enrolment and induction/orientation

staff recruitment, induction and ongoing development and monitoring

availability of policies and procedures to all personnel and learners/clients

collaborative/partnership arrangements

confidentiality and privacy requirements

ethical standards

defined resource parameters

administrative and records management system, for example:

reporting/recording requirements and arrangements

maintenance, retention, archiving, retrieval, storage and security of assessment information

document version control

Ethical and inclusive practices may include:

demonstrating probity in all areas of responsibility
modelling organisational/professional codes of conduct
reinforcing ethical conduct in interactions with and between other people
showing respect for individual diversity, culture and religion
recognising and utilising difference to develop both the individual and the organisation
demonstrating sensitivity to the circumstances and background of others
fostering a culture of inclusiveness
new/revised policy directions in vocational education and training

Feedback may include:

formal/informal performance appraisals
obtaining comments from supervisors and colleagues
obtaining comments from clients
personal reflective behaviour strategies
routine organisational methods for monitoring service delivery

Relevant personnel may include:	personnel responsible for initiating and approving the professional development plan for employees in the organisation
Professional development plan refers to:	<p>the organisation's professional development plan for each individual staff member, outlining:</p> <ul style="list-style-type: none">work and personal career objectivesidentified areas requiring developmentlearning opportunities/activitiesrelevant work activities/projectslinks to organisational training needs profile
Development opportunities may include:	<ul style="list-style-type: none">undertaking further higher education/VET qualificationundertaking professional development in specific areas of practiceinternal training/development programsrelevant conferences, seminars and workshopsreading relevant journals and literaturenetworking with internal/external colleaguescoaching and/or mentoring
Currency of professional practice may include:	<ul style="list-style-type: none">vocational competency and/or technical expertise in subject matterprofessional practice as a trainer/facilitator, assessor
Professional networks may include:	<p>informal networks with:</p> <ul style="list-style-type: none">other trainers/facilitators, assessorspeople working in industry/vocational areacontacts in vocational education and training <p>formal networks such as:</p> <ul style="list-style-type: none">local/interstate assessor/trainer networksinterest and support groupsregional, specialist and peak associationsprofessional/occupation associations

	communities of practice
Technology may include:	computer-based communication, e.g. email, Internet, Extranet and Intranet facsimile machines telephone video conferencing
Developments and trends may include:	new/revised Training Packages in vocational area of expertise legislative/regulatory changes in vocational area of competency new developments/directions/trends in vocational education and training policy changes in vocational education and training
Continuous improvement techniques and processes may include:	limited and systemic evaluation records review and maintenance self-assessment strategic business/operational planning ongoing education and training team meetings and networking

Unit Sector(s)

Not applicable.

Competency Field

Learning Environment

TAATAS502B Prepare a tender bid

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to bid for the provision of goods or services through a tender process.

Application of the Unit

This unit addresses the competency of writing a submission or proposal to supply goods or services required by the purchasing organisation through a tender process. It involves researching, preparing and writing a proposal that outlines the suppliers capabilities to meet the tender specifications.

This competency applies to the supplier in a tendering process. The competency of preparing tender documentation as purchaser and overseeing the tendering process is addressed in the purchasing domain of the Business Services Training Package, in particular through the unit of competency **BSBPUR401A Plan purchasing**. The unit **LGACOM409A Prepare tender documentation** from the Local Government Training Package is also of relevance.

In the training and assessment context the provision of tendered services is a critical area of competency applied to funded and contracted services, projects or product development. Competency in this unit requires knowledge and skills in interpreting tender specifications; developing appropriate activities and methodologies to meet those specifications; estimating financial, human and physical resources needs; and preparing a detailed submission that demonstrates and markets the capacity and capability of the supplier to achieve the specified tender requirements.

Competency also includes responsibility for formatting and lodging the final submission to the potential client within designated timelines and requires the application of relevant technology and project tools.

A critical outcome of this unit is a demonstrated capacity to translate the tender specifications into a clearly defined methodology which encompasses innovative ideas and to develop a budget as part of the tender submission.

The development of innovative ideas is addressed as a separate unit in **TAAENV404B Develop innovative ideas at work**. Budgetary and financial management competency is covered in **BSBMGT503A Prepare budgets and financial plans**.

The competency of managing a project is addressed in **TAATAS503B Manage contracted work**.

The competency specified in this unit is typically required by trainers/facilitators, teachers, assessors, training product developers, program coordinators, training consultants, training managers and learning development/human resource personnel.

In other industry contexts, this unit is relevant to any person undertaking this area of work.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Determine tender requirements	<ul style="list-style-type: none">1.1 Tender specifications and/or other relevant documentation are obtained and analysed to establish tender requirements1.2 Viability to undertake required work is assessed against tender specifications and organisational and/or individual operational capacities and capabilities1.3 Risk assessment is conducted on anticipated outcomes in accordance with organisational and legal requirements1.4 All occupational health and safety (OHS) and other relevant legislative requirements are interpreted and allowed for within the parameters of the tender requirements

- 2 Develop tender content
 - 2.1 Options and ideas to address tender requirements are generated using effective thinking skills and knowledge of tender area
 - 2.2 Options and ideas are elaborated and refined, and where feasible, further developed with **relevant persons**
 - 2.3 Specific timelines, stages, activities and deliverables are defined and documented to meet tender requirements
 - 2.4 Physical and human resources required to undertake the specified tender requirements are determined and confirmed with relevant persons, where required, in accordance with organisational requirements
 - 2.5 Financial costings are determined in accordance with organisational requirements, and a proposed budget is prepared, with assistance from **others**, if required
- 3 Prepare tender bid
 - 3.1 **Business technology** is used to present information in a format that markets capabilities
 - 3.2 Specific **tender criteria and conditions** are addressed in writing tender submission/proposal
 - 3.3 Submission/proposal outlines organisational capabilities
 - 3.4 All information is reviewed to ensure accuracy and effectiveness in meeting tender specifications
 - 3.5 Final proposal/submission is proofread, formatted and lodged within designated timelines, and a copy is securely stored in accordance with organisational requirements
 - 3.6 Presentation materials are prepared and presentation made to client to support the bid, where required

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence of the processes used to develop and prepare a detailed proposal/submission in response to a tender which accurately covers the tender requirements.

This evidence must show how the tender specifications were analysed; assessment of organisational viability and risks associated with tender requirements; a detailed methodology and budget; and a final tender proposal/submission which meets all tender criteria and organisational requirements.

Evidence Requirements

Required knowledge includes:

relevant policy, legislation, codes of practice and national standards including Commonwealth, state/ territory legislation, e.g. that related to:

client privacy and confidentiality

provision of accurate information

environmental standards

equal employment opportunities (EEO) and anti-discrimination

OHS roles and responsibilities of employers and employees, trainers/facilitators and assessors, and of the organisation as a training and/or assessment organisation

industries in which the training and/or assessment organisation operates

types of training and assessment projects

tender layout, format and presentation methods

organisational pricing policy and procedures

contingency and risk assessment techniques

key project success factors and typical project pitfalls

evaluation and revision techniques, such as:
asking specific questions
seeking and analysing feedback

Required skills and attributes include:

literacy and communication skills to:
read and interpret relevant information
comply with tender criteria and conditions
provide clear and precise information
receive and interpret feedback on draft submission

prepare required documentation using clear and comprehensible language and layout

tailor submission to requirements

research and evaluation skills to:

evaluate tender requirements to establish project requirements

evaluate viability to provide services and/or products to undertake the project

determine needs of target client group

conduct a risk assessment on anticipated project outcomes

identify and estimate required resources

evaluate feedback for incorporation in submission

identify selection criteria, weightings and selection process

numeracy skills to:

create a detailed budget

prepare a submission for tender

proofreading and editing skills to:

revise, amend and finalise submission

project planning skills to:

plan and schedule activities

	methodically organise work
	work within agreed timeframes and budgetary constraints
	technology skills to:
	use appropriate equipment and software to research and compile information
	use spreadsheets in the preparation of a detailed budget
Products that could be used as evidence include:	<p>prepared quotations and estimates</p> <p>tender proposal/submission</p> <p>feedback received on tender proposal/submission</p> <p>graphic presentations</p>
Processes that could be used as evidence include:	<p>how tender criteria were analysed</p> <p>how resource requirements were identified and estimated</p> <p>how risks were identified and assessed</p> <p>what costing and quoting methods were used</p> <p>how relevant policies or legislative information were reviewed</p> <p>how feedback on tenders was used to improve future tenders</p>
Resource implications for assessment include:	<p>access to real or simulated tender process</p> <p>access to information to prepare tender (relevant documents, research, organisational information)</p> <p>access to people involved in tender process</p> <p>time specifications</p>
The collection of quality evidence requires that:	<p>assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills</p> <p>a range of appropriate assessment methods/evidence gathering techniques is used to determine competency</p>

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

a detailed tender proposal/submission which addresses:

tender specifications

organisational viability

detailed methodology with identified stages, activities, timelines and deliverables

risk assessment

resource requirements

budget

revision, editing and proofreading following feedback

effective presentation

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAATAS501A Undertake organisational training needs analysis

TAATAS503B Manage contracted work

TAAASS403B Develop assessment tools

TAADES502B Design and develop learning resources

TAADES503B Research and design

e-learningresources

**TAADES504B Develop and evaluate
e-learningresources**

**TAADES505B Research and develop
competencystandards.**

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Tender specifications may include:

- simple or detailed explanation of tender requirements
- identification of deliverables
- client group needs
- designated performance standards
- proposed activities to be undertaken
- time and cost parameters
- scope
- quality
- human and physical resource needs
- legal requirements
- consultation, stakeholder involvement
- project management
- insurance requirements
- specific requirements

Viability may include consideration of:

- tender criteria and conditions
- available resources, equipment and supplies
- client group needs
- time constraints
- other projects
- geographical constraints
- skills required for the provision of services
- financial considerations
- compliance with regulations

Risk assessment may include:

- identifying risks in isolation or as part of a broader risk management strategy,
- addressing risks such as:
 - environmental landscape
 - financial/economic loss/failure

damage to property/equipment

professional incompetency

equipment/system failures

OHS

inability to deliver or meet the timelines if selected

Organisational requirements may include:

- quality assurance and/or procedures manuals
- organisational goals, objectives, plans, systems and processes
- organisational policies, procedures and guidelines
- recording and reporting procedures
- industry consultative mechanisms
- business and performance plans
- access and equity principles and practices
- confidentiality requirements
- ethical standards
- collaborative/partnership arrangements
- OHS policies, procedures and programs
- quality and continuous improvement processes and standards
- defined resource parameters

Legal requirements may include:

- Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs)
- state or territory registering body requirements
- industrial relations award and enterprise agreements and relevant industrial arrangements
- confidentiality and privacy requirements
- relevant legislation from all levels of government that affects business operations
- OHS legislation
- environmental legislation
- equal opportunity legislation

	industrial relations legislation
	anti-discrimination legislation
	relevant industry codes of practice
Relevant persons may include:	tenderer/potential client
	target client group
	colleagues
	managers, supervisors
	government agencies
	employment agencies
	industry groups
	training and/or assessment coordinators
	industry regulators/licensing authorities
	members of professional associations
	state/territory registering body
	external consultants
Others may include:	accounting/finance personnel
	other persons with broader budgetary experience
Business technology may include:	computers
	database software applications
	graphical presentation software
	word processing software
	project management software
	printers
	email, Internet, Intranet
Specific tender criteria and conditions may include:	eligibility for submission of tender
	special requirements
	selection criteria and weightings
	tender document format
	interview, meeting or presentation of tender
	submission date

Unit Sector(s)

Not applicable.

Competency Field

Training Advisory Services

TAATAS503B Manage contracted work

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to manage work undertaken under contract.

Application of the Unit

This unit addresses the competency of managing externally contracted work as the supplier of goods and/or services. It involves finalising the planning process for contracted projects/services, managing contract performance, monitoring contract requirements and evaluating contract outcomes.

This unit could be applied in a broad range of contexts as well as vocational education and training. In the training and assessment context managing contracted work is a critical area of competency applied to the provision of services, for example, User Choice arrangements, and to training and/or assessment projects which may be related to research or product development.

This competency applies to the supplier of contracted services where the client is the purchaser.

The competency of managing contracts as the purchaser is addressed separately in **PSPPROC602A Direct the management of contracts**, a unit from the Public Sector Training package. The competency of preparing a tender bid to undertake the contracted work is separately addressed in **TAATAS502B Prepare a tender bid**.

Achievement of this unit requires skills in exercising consideration, discretion and judgement using a range of problem solving and decision making techniques.

This unit addresses the competency of managing contracted projects/services when this function represents part of an individual's overall work responsibilities as distinct from being the primary focus of work. In the latter context, users are referred to the units in the project management domain in the **BSB01 Business Services Training Package**.

This unit provides generic competency required of many training and/or assessment personnel that is applied to and can be demonstrated with a number of other units in the **TAA04 Training and Assessment Training Package**. Suggested examples are listed at the end of this unit.

The competency specified in this unit is typically required by trainers/facilitators, assessors, teachers, training product developers, program coordinators, consultants, supervisors and managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Develop effective planning instruments	<ul style="list-style-type: none">1.1 The contract is negotiated with the client and finalised in accordance with successful tender bid, any negotiated changes to tender specifications and legal/organisational contractual requirements1.2 Strategies for achieving contractual outcomes are developed in consultation with the client and relevant people1.3 Quality assurance goals and strategies are established in consultation with relevant people and in accordance with legal/organisational requirements1.4 A risk management plan to identify, assess and control risks is developed in accordance with legal/organisational requirements1.5 Planning arrangements are documented and presented to the client for sign-off, where required

- 2 Organise resources and support processes
 - 2.1 Financial, physical, material and human resource requirements are organised in accordance with identified needs
 - 2.2 Effective **communication strategies** are established to support project development/service delivery
 - 2.3 **Contingency arrangements** are put in place
- 3 Manage implementation of contractual requirements
 - 3.1 Progress in achieving contractual requirements and outputs is **systematically monitored** and reported to client
 - 3.2 Expenditure and resource usage is monitored and controlled to ensure outcomes are achieved within specified budget parameters
 - 3.3 Issues and difficulties are addressed through application of risk management plan and **relevant skills**
 - 3.4 Quality is monitored to ensure outcomes/outputs meet client requirements
 - 3.5 Contract variations are determined, where necessary, and verified and agreed with client
 - 3.6 Project is completed/service provision wound up in accordance with contract timelines
 - 3.7 Financial audit is organised in accordance with contract requirements
- 4 Evaluate management efficacy
 - 4.1 Established **evaluation methods** are identified and used to evaluate management approach, processes and contract outcomes
 - 4.2 Evaluation findings are documented and presented to relevant people, where required
 - 4.3 Outcomes are reflected upon to identify changes and improvements in managing similar contracts

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit, candidates must be able to provide evidence that they can plan and manage project activities and monitor resource requirements to ensure effective contracted training and/or assessment project/service outcomes.

The developed strategies used as evidence must: highlight effective consultation with a range of individuals to support and ensure achievement of project outcomes; include quality assurance goals and strategies to ensure legal/organisational requirements have been met, a risk management plan to identify potential/real issues and control risks, highlight evaluation techniques used to monitor the project's progress; maintain accurate records and documents and show how the candidate has maintained a broad knowledge of relevant industry practices and policies in relation to vocational education and training.

Evidence Requirements

Required knowledge includes:

project management concepts and principles
contingency and risk analysis techniques
key project success factors and typical project pitfalls
legal and ethical responsibilities, including:
maintaining client privacy and confidentiality
providing accurate information
meeting environmental standards
compliance with relevant Commonwealth and state/territory legislation

project management systems and tools, for example:
critical path method
bar and Gantt charts
program evaluation and review technique (PERT)

quality standards in relation to project management

continuous improvement processes

the vocational education and training environment, for example:

Australian Qualifications Framework (AQF)

Training Packages

organisation's quality systems, such as:

strategic planning processes

issues relating to client satisfaction

recording systems

relevant policy, legislation, codes of practice and national standards including Commonwealth and state/territory legislation, for example:

copyright and privacy laws in terms of electronic technology

security of information

recording information and confidentiality requirements

licensing requirements

vocational education and training requirements

duty of care under common law

anti-discrimination including equal opportunity, racial vilification and disability discrimination

the industrial relations system, industry/workplace relations, and industrial awards/enterprise agreements

OHS relating to management of external projects/services, including:

legislative requirements for information and consultation relevant to safety

elements of an OHS management system as it applies to a training and/or assessment

organisation

nature of OHS risks that should be identified and addressed by a training and/or assessment organisation during the planning stage of the project/service

Required skills and attributes include:

communication and negotiation skills to:
define and monitor objectives of the project team

influence and negotiate project outcomes with key stakeholders

literacy skills to:

interpret organisation's goals for the project
follow clear and detailed instructions

writing skills to:

develop strategies for achieving contractual outcomes

develop quality assurance goals and strategies

develop a risk management plan

prepare written reports on project's progress

technology skills to:

create a project schedule using the critical path method and Gantt chart

use spreadsheets and project management software

communication and negotiation skills to:

consult effectively with a range of individuals to ensure achievement of project outcomes

gain agreement on project processes and timelines

project planning skills to:

schedule activities

integrate scope, resources, accountabilities,
costs and deliverables

work within agreed timeframes and
budgetary constraints

team leadership skills to:

establish and manage effective team
relationships

develop a high performance project team and
assess team performance

time management skills to:

plan, schedule and track project schedule

logically sequence project activities

establish project milestones and use a
milestone chart

numeracy skills to:

create a project budget

forecast predictions

check calculations and outcomes

problem solving skills to:

promptly identify potential barriers to project
outcomes

analyse project risks and establish
contingencies

**Products that could be used as evidence
include:**

strategies for achieving contractual outcomes

risk management plan

quality assurance goals and strategies

documented monitoring and reporting
arrangements

documented roles and responsibilities of
personnel associated with implementation of

	the project
	contingency arrangements
	prepared documentation and/or checklists to support planning and implementation of the project plan
	recommendations for improvement to project processes
Processes that could be used as evidence include:	how work activities were scheduled and agreed
	how and when monitoring of reporting arrangements and expenditure and resource usage were conducted
	how technology was used to monitor project's progress and evaluate project outcomes
	how and when risks were identified and analysed
	how key individuals were consulted
Resource implications for assessment include:	access to competency standards
	access to assessment materials and tools
	access to suitable assessment venue/equipment
	workplace documentation
	cost/time considerations
	personnel requirements
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills
	a range of appropriate assessment methods/evidence gathering techniques is used to determine competency
	evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided
	the evidence collected must relate to a number of performances assessed at different

points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

strategies for achieving contractual outcomes

a risk management plan

established quality assurance goals and strategies

implemented communication strategies

contingency arrangements

completed progress reports

monitored and controlled expenditure and resource usage

summary of methods used to evaluate project processes and outcomes

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAATAS501B Undertake organisational training needs analysis

TAATAS502B Prepare a tender bid

TAADES502B Design and develop learning resources

TAADES503B Research and design e-learning resources

TAADES504B Develop and evaluate e-learning resources

TAADES505B Research and develop competency standards

TAAASS403B Develop assessment tools.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client is the purchaser and may be:

- internal/external
- an enterprise
- a department/division
- an industry sector
- a professional association
- a community organisation
- a government organisation

Relevant people may include:

- other members of the tender team
- industry groups
- program managers trainers/facilitators and assessors/coordinators/senior management
- industry regulators
- members of professional associations
- staff of government departments and organisations
- external consultants
- personnel responsible for monitoring the training and/or assessment organisation's services provision
- users of training information such as finance personnel, human resource personnel, employers
- contract manager
- private/government funding bodies
- union/employee representatives

Quality assurance goals and strategies may include:

- reporting procedures and protocols
- procedures for monitoring and evaluating project outcomes and client satisfaction
- compliance with the Australian Quality Training Framework (AQTF) **Standards for Registered Training Organisations**

(RTOs), where relevant

continuous improvement strategies

reducing risk by anticipating, evaluating and developing strategies for the management of possible problems

a formal structure against which progress can be evaluated

mechanisms for involving a wide variety of interested parties or stakeholders in the project

budgets and timetables which enable the commitment of resources at appropriate points in the project

contingency plans to cater for a change of corporate focus or significant project difficulties

Legal requirements may include:

standards for training and/or assessment organisations

state or territory registering body requirements

industrial relations award and enterprise agreements and relevant industrial arrangements

confidentiality and privacy requirements

scope of registration

relevant legislation from all levels of government that affects business operation

OHS issues

environmental issues

equal opportunity

industrial relations and anti-discrimination

relevant industry codes of practice

Organisational requirements may include:

quality assurance and/or procedures manuals

goals, objectives, plans, systems and processes

legal and organisational policy/guidelines

recording and reporting procedures

business and performance plans
access and equity principles and practices
confidentiality requirements
ethical standards
collaborative/partnership arrangements
OHS policies, procedures and programs

quality and continuous improvement
processes and standards
defined resource parameters

Risk management plan may describe:

the process which will be used to identify, analyse and manage risks, both initially and throughout the life of the project

how often risks will be reviewed, the process for review and who will be involved

who will be responsible for which aspects of risk management

how risk status will be reported and to whom

the initial snapshot of the major risks and current grading

planned strategies for reducing likelihood and seriousness of each risk (mitigation strategies) and who will be responsible for implementing them

Risks to the effective management of the project may include:

competing work demands

technology/equipment breakdowns

workplace hazards, risks and controls

learning resource and learning materials availability

budget constraints

time delays

inadequate active participation in the quality management process by all stakeholders

availability of suitably qualified staff

adherence to the Australian Quality Training Framework (AQTF) **Standards for Registered Training Organisations (RTOs)**

Documented planning may include:

objectives, scope and expected benefits of the project

project management methodology to be used

structure of the project

targets and milestones

budgets and timetables which enable the commitment of resources at appropriate points in the project

contingency plans to cater for changes or significant project difficulties

acquisition strategies
risk management plans, including:
OHS hazards and risks identified
strategies to control the risk
methods of monitoring during the life cycle
of the project/service

project implementation plans
consultation strategies to involve
stakeholders
transition plans
specifications
quality assurance procedures

Communication strategies may include:

client-centred approaches
ongoing liaison with stakeholders
effective reporting arrangements
continuous feedback mechanisms

Contingency arrangements may include:

sub-contracting work
re-determining timelines
re-evaluating risk management strategies
sourcing independent external advice

Systematically monitored may include the:

measurement/achievement of set outcomes
completion of contract phases/requirements
achievement of key tasks/project phases
reviewing/updating of progress reports
reviewing contract requirements

Relevant skills may include:

sound communication skills
sound interpersonal skills
sound time management skills
sound negotiation skills
sound problem solving skills
sound change management skills

Evaluation methods could be qualitative or observation

quantitative and may include:

questionnaires
checklists
interviews
focus groups
expert and peer reviews
cost data analyses

Unit Sector(s)

Not applicable.

Competency Field

Training Advisory Services

TAATAS504B Facilitate group processes

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to lead or facilitate group processes to achieve an agreed outcome.

Application of the Unit

Group facilitation is a competency involving the effective management of a group in circumstances where the facilitator provides a pathway for the group to achieve identified and agreed outcomes.

This competency requires high-level communication and interpersonal skills as well as knowledge of various group process techniques and activities to explore and analyse a focus/subject area, maximise group involvement and interaction and develop common/agreed solutions/outcomes.

Group facilitation may be applied in many circumstances including focus groups, workshops, meetings and change processes. Group facilitation can be used to resolve issues, find solutions, collaboratively develop ideas, develop new ways of working and explore problems/issues. It is relevant to community, educational and work situations. The process may be conducted for a client or may be internally focused.

While group facilitation is a clear part of the unit outcomes for **TAADEL402B Facilitate group-based learning**, the facilitation process in that unit is driven by the predetermined competency/learning outcomes to be achieved. In that unit, the facilitation process revolves around ensuring progression towards the desired outcomes.

In this unit, the focus is usually defined but the outcomes derive from the competency of the facilitator in guiding, informing, facilitating and monitoring the group.

The competency specified in this unit is typically required by trainers/facilitators, assessors, consultants, supervisors, managers and leaders.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish group objectives and processes	<p>1.1 The focus of the group process is researched, in consultation with the client and other stakeholders, where applicable and group participants are identified</p> <p>1.2 Group input is initiated, confirming objectives</p> <p>1.3 Group process techniques, activities and timelines are planned</p> <p>1.4 Group purpose, processes, expectations and roles of members are discussed, negotiated and agreed to by the group as a whole</p> <p>1.5 Resource requirements are identified and arranged</p> <p>1.6 Recording processes are discussed and agreed by the group and confirmed with the client, where applicable</p> <p>1.7 Appropriate evaluation methods are agreed upon and incorporated into the process to ensure group and client needs are met, where applicable</p>
2 Manage facilitation	<p>2.1 Issues/ideas/perspectives of group members are elicited using identified group process techniques that accurately reflect group member needs</p> <p>2.2 Appropriate facilitation skills are used to explore</p>

- issues/ideas/perspectives in a **supportive environment** that encourages participation and productive contributions from all group members
- 2.3 All interactions with group members reflect sensitivity to **social and cultural differences** and any **individual needs**
 - 2.4 Information is provided which is designed to develop, extend and challenge group perspectives and frames of reference
 - 2.5 Group members' knowledge, expertise and skills are acknowledged and utilised
 - 2.6 Opportunities for group members to contribute additional information, learn from each other and develop knowledge/skills are provided
 - 2.7 Group dynamics are monitored to maintain focus and direction, continuity, engagement, participation and timelines
- 3 Develop **group outcomes**
- 3.1 Proposed **outcomes** are sought from group members
 - 3.2 Proposed outcomes are noted/documented for group to discuss and further develop
 - 3.3 Facilitation skills are used to draw a collective and agreed outcome which responds to individual needs/perspectives
 - 3.4 Outcomes are documented in accordance with agreed client/organisational and group requirements
 - 3.5 Proposed actions arising from agreed outcomes are raised with the group and appropriate steps are taken to initiate these, where appropriate
- 4 Finalise group process
- 4.1 Feedback and reflection are used to identify and implement improvements to future practice in group processes
 - 4.2 Evaluation methods are selected and used to identify effectiveness of group process
 - 4.3 Stakeholders and clients are briefed, if relevant, on issues, developments and outcomes arising from

group process

- 4.4 Records and reports of process and outcomes are documented, distributed and stored in accordance with established reporting requirements of client/organisation

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have the communication and interpersonal skills to effectively facilitate group processes by creating an environment that encourages active participation and results in an outcome for the client/stakeholder/organisation.

The evidence must show how candidates can establish objectives; use a variety of facilitation methods and group process techniques to explore the objectives and manage the group; and synthesise contributions to develop an outcome.

Evidence Requirements

Required knowledge includes:

current techniques for group facilitation processes, such as:

demonstrations

explanations

questioning

modelling

scene-setting

interactive/dialogue

problem setting/solving

experiential learning

group work

creative thinking techniques, including:

brainstorming

making associations

visualising

building on associations

telling stories

creative writing

lateral thinking games

mind mapping

drawings

de Bono's Six Thinking Hats

using prompts

a range of media and learning aides that can be used to promote discussion, such as:

graphic computer presentations

flipcharts

access and equity principles and practices, such as:

sensitivity to cultural differences

allowances for reasonable adjustment

instructional design, including:

sequencing information

supporting knowledge development

providing opportunities for practice

evaluation/revision techniques, for example:

seeking feedback

administering evaluation forms

monitoring group's progress against agreed goals

relevant policy, legislation, codes of practice and national standards including

Commonwealth and state/territory

legislation, for example:

competency standards

licensing

industry/workplace requirements

duty of care under common law

recording information and confidentiality requirements

anti-discrimination including equal opportunity, racial vilification and disability

discrimination

workplace relations

industrial awards/enterprise agreements

National Reporting System

OHS relating to the facilitation of group processes, including:

assessment and risk control measures

reporting requirements for hazards

safe use and maintenance of relevant equipment

emergency procedures

sources of OHS information

role of key workplace persons

policies and procedures relevant to the learning environment

Required skills and attributes include:

interpersonal skills to:

establish trust

maintain appropriate relationships

use appropriate body language

actively listen and empathise

notice people's non-verbal cues and signals

resolve conflict

communication skills to:

project voice clearly

give constructive feedback

give clear instructions or directions

clearly explain ideas and opinions

clarify others' ideas

team leading skills to:

offer support and assistance

tactfully direct discussions 'back on track'

ensure everyone feels heard in group discussions

technology skills to:

search electronic information and reference sources

use software packages to produce visual learning aides

document processes/outcomes

use electronic communication methods

integrative thinking skills to:

explore issues from a number of contrasting points of view

synthesise positions/points of view

literacy skills to:

read and interpret relevant information to design and facilitate group processes

prepare required documentation and information for stakeholders

analysis skills to:

evaluate and act on feedback

administrative skills to:

plan and organise meetings

access required resources

Products that could be used as evidence include:

handouts to be given to group members

graphic presentations which have been developed using computer applications

feedback from colleagues and group members on facilitation styles

information passed onto group members regarding the outcomes of the session and any further actions to be undertaken

preparation notes and/or response to client briefing

Processes that could be used as evidence include:

how group session was structured

how feedback on facilitation skills was gathered

how new ideas were put into action

how group members were actively listened to

Resource implications for assessment include:

access to groups of individuals to participate in group process

access to suitable assessment venue and equipment

workplace documentation

cost/time considerations

personnel requirements

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit i.e.

the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

evidence collected from at least three separate group processes that address different purposes and include different groups of participants with evidence in each process reflecting:

planning

resource requirements

information provided to the group

knowledge, skills and techniques used in facilitation

group responsiveness and activities developed to engage the group

outcomes achieved

evaluation

record/report of process

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested

units include but are not limited to:

TAADEL502B Facilitate action learning projects.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Focus of the group process may include:

- feedback and advice on product, policy, process, development, change
- research
- planning
- change management/new directions
- informal education
- community action
- special interest causes
- staff development
- industry/community liaison

Clients and other stakeholders may include:

- contracted client
- product developer
- employer/organisation
- government agency/department
- community group/body
- regulatory body
- association
- union
- committee
- management

Group participants may be:

- self-selected/nominated
- randomly selected
- targeted

Group process techniques may include:

- presentations
- demonstrations
- explanations
- questioning
- modelling

	scene-setting
	interactive/dialogue
	problem setting/solving
	experiential learning
	group work
Group activities may be:	formal
	informal
	structured
	semi-structured
	unstructured
Resource requirements may include:	products, policies, procedures
	research information/documentation
	financing
	subject experts
	facilities
	equipment/materials
	written materials/handouts
	administrative support
Evaluation methods may include:	formal or informal feedback mechanisms
	surveys
	conducting interviews
	analysis of qualitative/quantitative data
	questionnaires
	personal, reflective behaviour strategies
	routine organisational methods for
	monitoring service delivery

Facilitation skills may include:

using effective verbal and body language to:
maintain group cohesion
handle difficult situations
manage group activities
manage conflict
maintain focus
create interaction between group participants
manage individual and group engagement and participation
guide discussion
introduce content
obtain outcomes

using a variety of group process techniques
explaining and using a variety of creative thinking techniques

Supportive environment may include:

establishing trust
being open to opinions and ideas
allowing group members to have their say
asking questions of group/individuals
being flexible in approach
using appropriate interpersonal skills
being sensitive to individual differences

Social and cultural differences may include:

language barriers
physical impairment or disability involving hearing, vision, voice, mobility
intellectual impairment or disability
medical condition such as arthritis, epilepsy, diabetes, asthma
learning difficulties
psychiatric or psychological disability
religious and spiritual observances
cultural images/perceptions
age, gender and sexuality

Individual needs may include:

language, literacy, numeracy requirements
provision of personal support services
adaptive technology or special equipment
flexible sessions to allow for fatigue or
administering of medication

physical environment adjustments
time adjustments to suit family needs

Outcomes may:

be derived from exploration of issues
emerge from facilitated group
discussion/activities
be based on information provided to group
and accepted
result from group creative thinking
incorporate expert input
encompass relevant research

Unit Sector(s)

Not applicable.

Competency Field

Training Advisory Services

TAEASS401A Plan assessment activities and processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan and organise the assessment process, including recognition of prior learning (RPL), in a competency-based assessment system. It also includes the development of simple assessment instruments.
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Application of the Unit

Application of the unit	<p>This unit typically applies to assessors and workplace supervisors with assessment planning responsibilities; and trainers or other assessors responsible for planning assessment, including RPL.</p> <p>The unit is suitable for those with an existing assessment strategy which documents the overall framework for assessment.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine assessment approach	<p>1.1. Identify candidate and confirm <i>purposes and context of assessment/RPL</i> with relevant people according to <i>legal, organisational and ethical requirements</i></p> <p>1.2. Identify and access <i>benchmarks for assessment/RPL</i> and any specific assessment guidelines</p>
2. Prepare the assessment plan	<p>2.1. Determine evidence and <i>types of evidence</i> needed to demonstrate competence, according to the <i>rules of evidence</i></p> <p>2.2. Select <i>assessment methods</i> which will support the collection of defined evidence, taking into account the context in which the assessment will take place</p> <p>2.3. Document all aspects of the <i>assessment plan</i> and confirm with relevant personnel</p>
3. Develop assessment instruments	<p>3.1. Develop <i>simple assessment instruments</i> to meet target group needs</p> <p>3.2. Analyse <i>available assessment instruments</i> for their suitability for use and modify as required</p> <p>3.3. <i>Map assessment</i> instruments against unit or course requirements</p> <p>3.4. Write clear instructions for candidate about the use of the instruments</p> <p>3.5. Trial draft assessment instruments to validate content and applicability, and record outcomes</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- cognitive interpretation skills to:
 - interpret competency standards and other assessment documentation, including material relating to reasonable adjustment
 - identify opportunities for integrated competency assessment
 - contextualise competency standards to the operating assessment environment, including RPL
 - consider access and equity needs of diverse candidates
- technology skills to use appropriate equipment and software to communicate effectively with others
- research and evaluation skills to:
 - obtain competency standards, assessment tools and other relevant assessment resources
 - research candidate characteristics and any reasonable adjustment needs
 - evaluate feedback, and determine and implement improvements to processes
- literacy skills to read and interpret relevant information to design and facilitate assessment and recognition processes
- communication skills to discuss assessment, including RPL processes with clients and other assessors
- interpersonal skills to:
 - demonstrate sensitivity to access and equity considerations and candidate diversity
 - promote and implement equity, fairness, validity, reliability and flexibility in planning an assessment processes

Required knowledge

- ethical and legal requirements of an assessor
- competency-based assessment, including:
 - work-focused
 - criterion-referenced
 - standards-based
 - evidence-based
- different purposes of assessment and different assessment contexts, including RPL
- how to read and interpret the identified competency standards as the benchmarks for assessment
- how to contextualise competency standards within relevant guidelines
- four principles of assessment and how they guide the assessment process

REQUIRED SKILLS AND KNOWLEDGE
<ul style="list-style-type: none">• purpose and features of evidence, and different types of evidence used in competency-based assessments, including RPL• rules of evidence and how they guide evidence collection• different types of assessment methods, including suitability for collecting various types of evidence• assessment tools and their purpose; different types of tools; relevance of different tools for specific evidence-gathering opportunities

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. Arrange of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • plan and organise the assessment process on a minimum of two occasions • collect evidence that demonstrates: <ul style="list-style-type: none"> • documented assessment plans • having covered a range of assessment events • catering for a number of candidates • different competency standards or accredited curricula • an RPL assessment • contextualisation of competency standards and the selected assessment tools, where required • incorporation of reasonable adjustment strategies • development of simple assessment instruments for use in the process • organisational arrangements.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to training products, such as training packages and accredited course documentation.</p>
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Purposes of assessment/ RPL may include:

- recognising current existing competence of candidates
- determining if competence has been achieved following learning
- establishing candidate progress towards achievement of competence
- determining language, literacy and numeracy needs of candidates
- certifying competence through a qualification or Statement of Attainment
- licensing or regulatory requirements.

Context of assessment/ RPL may include:

- environment in which the assessment/RPL will be carried out, including real or simulated workplace
- opportunities for collecting evidence in a number of situations
- relationships between competency standards and:
 - evidence to support RPL
 - work activities in the candidate's workplace
 - learning activities
- who carries out the assessment/RPL.

Organisational, legal and ethical requirements may include:

- assessment system policies and procedures
- assessment strategy requirements
- reporting, recording and retrieval systems for assessment, including RPL
- quality assurance systems
- business and performance plans
- access and equity policies and procedures
- collaborative and partnership arrangements
- defined resource parameters
- mutual recognition arrangements
- industrial relations systems and processes, awards, and enterprise agreements
- Australian Quality Training Framework

RANGE STATEMENT	
	<ul style="list-style-type: none"> • registration scope • human resources policies and procedures • legal requirements, including: <ul style="list-style-type: none"> • anti-discrimination • equal employment opportunity • job role, responsibilities and conditions • relevant industry codes of practice • confidentiality and privacy requirements • OHS considerations, including: <ul style="list-style-type: none"> • ensuring OHS requirements are adhered to during the assessment process • identifying and reporting OHS hazards and concerns to relevant personnel.
<i>Benchmarks for assessment/RPL</i> may include:	<ul style="list-style-type: none"> • criterion against which the candidate is assessed or prior learning recognised, which may be: <ul style="list-style-type: none"> • competency standard/unit of competency • assessment criteria of course curricula • performance specifications of an enterprise or industry • product specifications.
<i>Types of evidence</i> may include:	<ul style="list-style-type: none"> • direct • indirect • supplementary.
<i>Rules of evidence</i> ensure that evidence collected is:	<ul style="list-style-type: none"> • valid • sufficient • authentic • reliable.
<i>Assessment methods</i> are the particular techniques used to gather evidence and may include:	<ul style="list-style-type: none"> • direct observation, for example: <ul style="list-style-type: none"> • real work/real time activities at the workplace • work activities in a simulated workplace environment • structured activities, for example: <ul style="list-style-type: none"> • simulation exercises and role-plays • projects • presentations • activity sheets • questioning, for example: <ul style="list-style-type: none"> • written questions, e.g. on a computer • interviews

RANGE STATEMENT	
	<ul style="list-style-type: none"> • self-assessment • verbal questioning • questionnaires • oral or written examinations (applicable at higher AQF levels) • portfolios of evidence, for example: <ul style="list-style-type: none"> • collection of work samples compiled by candidate • product with supporting documentation • historical evidence • journal or log book • information about life experience • review of products, for example: <ul style="list-style-type: none"> • testimonials and reports from employers and supervisors • evidence of training • authenticated prior achievements • interview with employer, supervisor, or peer.
<i>Assessment plan</i> may include:	<ul style="list-style-type: none"> • overall planning document describing: <ul style="list-style-type: none"> • what is to be assessed • when assessment is to take place • where assessment is to take place • how assessment is to take place.
<i>Simple assessment instruments</i> may include:	<ul style="list-style-type: none"> • instruments developed by an assessor as part of formative or summative assessment activities, including: <ul style="list-style-type: none"> • profiles of acceptable performance measures • templates and proformas • specific questions or activities • evidence and observation checklists • checklists for the evaluation of work samples • recognition portfolios • candidate self-assessment materials • instruments developed elsewhere that have been modified by the assessor for use with a particular client group.
<i>Available assessment instruments</i> may include:	<ul style="list-style-type: none"> • commercially available instruments • those created by others inside the registered training organisation.

RANGE STATEMENT

Map assessment means:	<ul style="list-style-type: none"> showing a clear relationship between the evidence and the requirements of the unit.
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Unit Sector(s)

Unit sector	Assessment
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEASS402A Assess competence

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to assess the competence of a candidate.
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Application of the Unit

Application of the unit	This unit typically applies to assessors.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for assessment	<p>1.1. Interpret assessment plan and confirm organisational, legal and ethical requirements for conducting assessment with relevant people</p> <p>1.2. Access and interpret relevant benchmarks for assessment and nominated assessment tools to confirm the requirements for evidence to be collected</p> <p>1.3. Arrange identified material and physical resource requirements according to assessment system policies and procedures</p> <p>1.4. Organise specialist support required for assessment</p> <p>1.5. Explain, discuss and agree details of the assessment plan with candidate</p>
2. Gather quality evidence	<p>2.1. Use agreed assessment methods and tools to gather, organise and document evidence in a format suitable for determining competence</p> <p>2.2. Apply the principles of assessment and rules of evidence in gathering quality evidence</p> <p>2.3. Determine opportunities for evidence gathering in actual or simulated activities through consultation with the candidate and relevant personnel</p> <p>2.4. Determine opportunities for integrated assessment activities and document any changes to assessment instruments where required</p>
3. Support the candidate	<p>3.1. Guide candidates in gathering their own evidence to support recognition of prior learning (RPL)</p> <p>3.2. Use appropriate communication and interpersonal skills to develop a professional relationship with the candidate that reflects sensitivity to individual differences and enables two-way feedback</p> <p>3.3. Make decisions on reasonable adjustments with the candidate, based on candidate's needs and characteristics</p> <p>3.4. Access required specialist support in accordance with the assessment plan</p> <p>3.5. Address any OHS risk to person or equipment immediately</p>
4. Make the assessment decision	<p>4.1. Examine collected evidence and evaluate it to ensure that it reflects the evidence required to demonstrate competence</p> <p>4.2. Use judgement to infer whether competence has</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>been demonstrated, based on the available evidence</p> <p>4.3. Make assessment decision in line with agreed assessment procedures and according to agreed assessment plan</p> <p>4.4. Provide clear and constructive feedback to candidate regarding the assessment decision and develop any follow-up action plan required</p>
5. Record and report the assessment decision	<p>5.1. Record assessment outcomes promptly and accurately</p> <p>5.2. Complete and process an assessment report according to agreed assessment procedures</p> <p>5.3. Inform other relevant parties of the assessment decision according to confidentiality conventions</p>
6. Review the assessment process	<p>6.1. Review the assessment process in <i>consultation</i> with relevant people to improve own future practice</p> <p>6.2. Document and record the review according to relevant assessment system policies and procedures</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analysis and interpretation skills to:
 - break down competency standards
 - interpret assessment tools and other assessment information, including those used in RPL
 - identify candidate needs
 - make judgements based on assessment of available evidence
- observation skills to:
 - recognise candidate's prior learning
 - determine candidate's performance
 - identify when candidate may need assistance during the assessment processes
- research and evaluation skills to:
 - access required human and material resources for assessment
 - access assessment system policies and procedures
 - access RPL policies and procedures
 - evaluate evidence
 - evaluate assessment process
- cognitive skills to:
 - weigh up the evidence and make a judgement
 - consider and recommend reasonable adjustments
- decision-making skills to:
 - recognise a candidate's prior learning
 - make a decision on a candidate's competence
- literacy skills to:
 - read and interpret relevant information to conduct assessment
 - prepare required documentation and records or reports of assessment outcomes in required format
- communication and interpersonal skills to:
 - explain the assessment, including RPL process
 - give clear and precise instructions
 - ask effective questions
 - provide clarification
 - discuss process with other relevant people
 - give appropriate feedback
 - discuss assessment outcome

REQUIRED SKILLS AND KNOWLEDGE

- use language appropriate to candidate and assessment environment
- establish a working relationship with candidate

Required knowledge

- competency-based assessment, including:
 - vocational education and training as a competency-based system
 - criterion-referenced assessment as distinct from norm-referenced assessment
 - competency standards as the basis of qualifications
 - structure and application of competency standards
 - principles of assessment and how they are applied
 - rules of evidence and how they are applied
 - range of assessment purposes and assessment contexts, including RPL
 - different assessment methods, including suitability for gathering various types of evidence, suitability for content of units, and resource requirements and associated costs
 - reasonable adjustments and when they are applicable
 - types and forms of evidence, including assessment tools that are relevant to gathering different types of evidence used in competency-based assessment, including RPL
 - potential barriers and processes relating to assessment tools and methods
 - assessment system, including policies and procedures established by the industry, organisation or training authority
- RPL policies and procedures established by the organisation
- cultural sensitivity and equity considerations
- relevant policy, legislation, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the vocational education and training sector, such as:
 - copyright and privacy laws in terms of electronic technology
 - security of information
 - plagiarism
 - training packages and competency standards
 - licensing requirements
 - industry and workplace requirements
 - duty of care under common law
 - recording information and confidentiality requirements
 - anti-discrimination, including equal employment opportunity, racial vilification and disability discrimination
 - workplace relations
 - industrial awards and enterprise agreements
- OHS responsibilities associated with assessing competence, such as:

REQUIRED SKILLS AND KNOWLEDGE
<ul style="list-style-type: none">• requirements for reporting hazards and incidents• emergency procedures• procedures for use of relevant personal protective equipment• safe use and maintenance of relevant equipment• sources of OHS information

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • assess competence of a number of candidates within the vocational education and training context against different units of competency or accredited curricula, following the relevant assessment plan • assess at least one candidate for RPL • consider reasonable adjustment and the reasons for decisions in at least one assessment • cover an entire unit of competency and show: <ul style="list-style-type: none"> • the application of different assessment methods and tools involving a range of assessment activities and events • two-way communication and feedback • how judgement was exercised in making the assessment decision • how and when assessment outcomes were recorded and reported • assessment records and reports completed in accordance with assessment system and organisational, legal and ethical requirements • how the assessment process was reviewed.
Context of and specific resources for assessment	Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Assessment plan</i> may include:	<ul style="list-style-type: none"> • overall planning, describing: <ul style="list-style-type: none"> • what is to be assessed • when assessment is to take place • where assessment is to take place • how assessment is to take place.
<i>Benchmarks for assessment:</i>	<ul style="list-style-type: none"> • refer to a criterion against which the candidate is assessed • may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, or product specifications.
<i>Assessment tools</i> may include:	<ul style="list-style-type: none"> • both the instrument and the procedures for gathering and interpreting evidence in accordance with designated assessment methods • instruments to be used for gathering evidence, such as: <ul style="list-style-type: none"> • profile of acceptable performance measures • templates and proformas • specific questions or activities • evidence and observation checklists • checklists for evaluating work samples • candidate self-assessment materials • procedures, information and instructions for the assessor and candidate relating to the use of assessment instruments and assessment conditions.
<i>Specialist support</i> may include:	<ul style="list-style-type: none"> • assistance by third party, such as carer or interpreter • support from specialist educator • provision of developed online assessment activities • support for remote or isolated candidates and assessors • support from subject matter or safety experts • advice from regulatory authorities • assessment teams and panels • support from lead assessors • advice from policy development experts.

RANGE STATEMENT	
<i>Assessment methods</i> include:	<ul style="list-style-type: none"> • particular techniques used to gather different types of evidence, such as: <ul style="list-style-type: none"> • direct observation • structured activities • oral or written questioning • portfolios of evidence • review of products • third-party feedback.
<i>Individual differences</i> may include:	<ul style="list-style-type: none"> • English language, literacy and numeracy barriers • physical impairment or disability • intellectual impairment or disability • medical condition that may impact on assessment, such as arthritis, epilepsy, diabetes and asthma • learning difficulties • mental or psychological disability • religious and spiritual observances • cultural images and perceptions • age • gender.
<i>Feedback</i> may include:	<ul style="list-style-type: none"> • ensuring assessment/RPL process is understood • ensuring candidate concerns are addressed • enabling questions and answers • confirming outcomes • identifying further evidence to be provided • discussing action plans • confirming gap training needed • providing information regarding available appeal processes • suggesting improvements in evidence gathering and presentation.
<i>Consultation</i> may involve:	<ul style="list-style-type: none"> • moderation with other assessors, or training and assessment coordinators • discussions with client, team leaders, managers, RPL coordinators, supervisors, coaches and mentors • technical and subject experts • English language, literacy and numeracy experts.

Unit Sector(s)

Unit sector	Assessment
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEASS403A Participate in assessment validation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to participate in an assessment validation process.
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Application of the Unit

Application of the unit	This unit typically applies to assessors participating in assessment validation. It does not address leading the validation process.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for validation	<p>1.1. Discuss and confirm the approach to validation according to defined purposes, context, and relevant <i>assessment system policies and procedures</i></p> <p>1.2. Analyse relevant <i>benchmarks for assessment</i> and agree on the evidence needed to demonstrate competence</p> <p>1.3. Arrange <i>materials</i> for <i>validation activities</i></p>
2. Contribute to validation process	<p>2.1. Demonstrate active <i>participation</i> in validation sessions and activities using appropriate communication skills</p> <p>2.2. Participate in validation sessions and activities by applying the principles of assessment and rules of evidence</p> <p>2.3. Check all documents used in the validation process for accuracy and version control</p>
3. Contribute to validation outcomes	<p>3.1. Collectively discuss validation findings to support improvements in the quality of assessment</p> <p>3.2. Discuss, agree and record recommendations to improve assessment practice</p> <p>3.3. Implement changes to own assessment practice, arising from validation</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- planning skills to participate in validation activities within agreed timeframes
- problem-solving skills to identify information that is inconsistent, ambiguous or contradictory
- evaluation skills to:
 - determine evidence requirements from competency standards
 - review assessment process, methods and tools
 - review collected evidence
- communication skills to share information in validation meetings

Required knowledge

- how to interpret competency standards and other related assessment information to determine the evidence needed to demonstrate competence, including:
 - criterion-referenced assessment as distinct from norm-referenced assessment
 - various reasons for carrying out validation and the different approaches to validation that may be appropriate before, during and after assessment
 - critical aspects of validation, including validation of assessment processes, methods and products
 - relevant OHS legislation, codes of practice, standards and guidelines, impacting on assessment
 - legal and ethical requirements of assessors, particularly in relation to validation activities
- principles of assessment
- rules of evidence

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> actively participate in a minimum of two validation sessions or meetings which, in combination, address the critical aspects of validation using different validation approaches and activities clearly explain purposes of validation and the legal and ethical responsibilities of assessors collate documentation relating to validation process in a logical manner demonstrate communication and liaison with relevant people provide feedback and interpret documentation in validation sessions record contribution to validation findings.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> assessment reports and records other documentation relevant to validation.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Assessment system policies and procedures</i> may include:	<ul style="list-style-type: none"> • candidate selection • rationale and purpose of competency-based assessment • assessment records, and data and information management • recognition of current competency, recognition of prior learning and credit arrangements • assessment reporting procedures • assessment appeals • candidate grievances and complaints • validation • evaluation and internal audit • costs and resourcing • access and equity, and reasonable adjustment • partnership arrangements • links with human resource or industrial relations system • links with overall quality management system.
<i>Benchmarks for assessment:</i>	<ul style="list-style-type: none"> • refers to criterion against which the candidate is assessed • may be one or more units of competency or assessment criteria of course curricula.
<i>Materials</i> may include:	<ul style="list-style-type: none"> • assessment tools • samples of collected evidence • documentation outlining the basis of assessment decisions • reports and records of assessment decisions • samples of benchmarks of appropriate evidence • Assessment Guidelines of the relevant training packages • information from the evidence guide of the relevant units of competency.
<i>Validation activities</i> may include:	<ul style="list-style-type: none"> • analysing and reviewing: <ul style="list-style-type: none"> • assessment tools • collected evidence • assessment decisions and records of assessment

RANGE STATEMENT	
	<ul style="list-style-type: none"> outcomes <ul style="list-style-type: none"> other aspects of assessment policies, processes and outcomes recording evidence of validation processes and outcomes.
<i>Participation</i> may include comparison and evaluation of:	<ul style="list-style-type: none"> assessment practices assessment plans interpretation of units of competency assessment methods and tools assessment decisions collected evidence.

Unit Sector(s)

Unit sector	Assessment
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEASS502A Design and develop assessment tools

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to design and develop assessment tools, including tools used in formative, summative and recognition of prior learning (RPL) assessment.
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Application of the Unit

Application of the unit	<p>An assessment tool is used to guide the collection of quality evidence in the assessment process. It includes the specific instruments for collecting evidence, as well as information about assessment methods and the procedures to be followed in conducting the assessment.</p> <p>This unit typically applies to assessors, learning resource or product developers, and training and assessment consultants.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine focus of the assessment tool	<p>1.1. Identify target group of candidates, purposes of <i>assessment tool</i>, and <i>contexts</i> in which the tool will be used</p> <p>1.2. Access relevant <i>benchmarks for assessment</i> and interpret them to establish evidence required to demonstrate competence</p> <p>1.3. Identify, access and interpret <i>organisational, legal and ethical requirements</i> and relevant <i>contextualisation guidelines</i></p> <p>1.4. Identify other <i>related documentation</i> to inform assessment tool development</p>
2. Design assessment tool	<p>2.1. Select assessment methods that support the collection of defined evidence, taking into account the context in which the assessment will take place and meeting the principles of assessment</p> <p>2.2. Enable candidates to show or support their claim for recognition of current competency through selected assessment methods</p> <p>2.3. Consider different <i>assessment instruments</i> for the selected assessment methods to generate options for collection of evidence</p> <p>2.4. Consider how the assessment instruments will be administered</p>
3. Develop assessment tool	<p>3.1. Develop specific assessment instruments that address the evidence to be collected</p> <p>3.2. Define and document clear and specific <i>procedures</i> instructing assessor and candidate on the administration and use of the instruments</p> <p>3.3. Consider requirements of <i>assessment system policies and procedures</i> and address storage and retrieval needs, and review, evaluation and version control procedures as part of this process</p>
4. Review and trial assessment tool	<p>4.1. Check draft assessment tools against <i>evaluation criteria</i> and amend as required</p> <p>4.2. Trial assessment tools to validate content and applicability</p> <p>4.3. Collect and document feedback from relevant people involved in trialling</p> <p>4.4. Make amendments to final tool based on analysis of feedback</p>

ELEMENT	PERFORMANCE CRITERIA
	4.5. Appropriately format and file finalised assessment tool according to assessment system policies and procedures and organisational, legal and ethical requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analysis and interpretation skills to review and evaluate assessment tools
- critical thinking skills to translate the interpreted competency standards and other relevant assessment information into meaningful assessment instruments
- design skills to develop different assessment tool designs
- research and evaluation skills to evaluate assessment tools on the basis of trials and feedback

Required knowledge

- principles of assessment and how they are applied when developing assessment tools
- different types and rules of evidence
- different assessment contexts and relationship to developing assessment tools
- components of competency and dimensions of competency
- contextualisation of competency standards and contextualisation guidelines
- Assessment Guidelines of training packages as relevant to developing assessment tools
- different assessment methods, their purposes and uses
- evaluation methodologies appropriate to the trial and review of assessment tools
- principles of reasonable adjustment
- relevant workplace information, including:
 - organisational policies and procedures
 - workplace tasks and activities
 - standard operating procedures
 - procedures for use of relevant personal protective equipment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- develop assessment tools that support different assessment methods and address at least three units of competency packaged at different Australian Qualifications Framework (AQF) levels
- develop assessment tools that:
 - include the instruments for collecting evidence, reflecting the principles of assessment and the rules of evidence, and the related instructions to assessor/s and candidates
 - show how the contextual needs of different environments are addressed
- report on the trial and review of the assessment tools, including proposed changes.

Context of and specific resources for assessment

Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.

Assessment must ensure access to:

- training products, such as training packages and accredited course documentation.

Method of assessment

Guidance information for assessment

For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Assessment tool</i> includes:	<ul style="list-style-type: none"> instruments to be used for gathering evidence, including: <ul style="list-style-type: none"> profiles of acceptable performance measures templates and proformas specific questions or activities evidence and observation checklists checklists for the evaluation of work samples recognition portfolios candidate self-assessment materials procedures, information and instructions for the assessor or candidate relating to the use of assessment instruments and the conditions for assessment.
<i>Contexts</i> of assessment/RPL may include:	<ul style="list-style-type: none"> environment in which the assessment/RPL will be carried out, including real or simulated workplace opportunities for collecting evidence in a number of situations relationships between competency standards and evidence to support RPL who carries out the assessment/RPL relationships between competency standards and work activities in the candidate's workplace relationships between competency standards and learning activities.
<i>Benchmarks for assessment:</i>	<ul style="list-style-type: none"> refer to criteria against which the candidate is assessed which may be a unit of competency, assessment criteria of course curricula, performance specifications, or product specifications where the benchmark is one or more units of competency the standards may be contextualised to reflect the immediate operating environment.
<i>Organisational, legal and ethical requirements</i> may include:	<ul style="list-style-type: none"> assessment system policies and procedures industrial relations systems and processes, awards and enterprise agreements licensing and legal ramifications of assessing

RANGE STATEMENT

	<p>competence</p> <ul style="list-style-type: none"> • reporting, recording and retrieval systems for assessment • requirements of training, assessment and validation, including the AQTF Standards for Registered Training Organisations • human resource policies, procedures and legal requirements, including: <ul style="list-style-type: none"> • anti-discrimination • equal employment opportunity • job role, responsibilities and conditions • relevant industry codes of practice • confidentiality and privacy requirements of information relating to completed assessments • OHS considerations, including: <ul style="list-style-type: none"> • ensuring assessment methods and tools incorporate appropriate measures to maintain the health, safety and welfare of candidates • ensuring OHS requirements and specified benchmarks are accounted for within evidence requirements and assessment materials • identifying hazards and relevant risk control procedures associated with the assessment environment.
Contextualisation guidelines relate to:	<ul style="list-style-type: none"> • relevant training package or accredited course contextualisation guidelines.
Related documentation may include:	<ul style="list-style-type: none"> • requirements set out in the Assessment Guidelines of the relevant training packages • information from the competency standards about: <ul style="list-style-type: none"> • resources required for assessment • assessment context • appropriate assessment methods • assessment activities identified in accredited modules derived from the relevant competency standards • assessment activities in support materials related to the relevant competency standards • any requirements of OHS, legislation, codes of practice, standards and guidelines • indicators and levels of competence of the Australian Core Skills Framework • organisational requirements for demonstration of work

RANGE STATEMENT	
	<ul style="list-style-type: none"> performance product specifications.
<i>Assessment instrument</i> may be:	<ul style="list-style-type: none"> profiles of acceptable performance measures templates and proformas specific questions or activities evidence and observation checklists checklists for the evaluation of work samples recognition portfolios candidate self-assessment materials.
<i>Procedures</i> may include:	<ul style="list-style-type: none"> those that guide the application of the instruments, such as: <ul style="list-style-type: none"> instructions for the candidates instructions for administering the assessment tool, including resources needed to conduct assessment and the context for the use of tools guidance for development or review of decision-making process guidance on reasonable adjustments specified variations or restrictions on the tools rules for verifying assessment decisions OHS requirements, for example, identified hazards in the assessment environment and appropriate controls and reporting mechanisms information on access and equity considerations.
<i>Assessment system policies and procedures</i> may include:	<ul style="list-style-type: none"> assessment records, and data and information management recognition of current competency, RPL and credit arrangements assessor needs, qualifications and maintenance of currency assessment reporting procedures assessment appeals candidate grievances and complaints validation evaluation and internal audit costs and resourcing access and equity, and reasonable adjustment partnership arrangements links with human resource or industrial relations systems

RANGE STATEMENT	
	<ul style="list-style-type: none"> links with overall quality management system.
<i>Evaluation criteria</i> may include:	<ul style="list-style-type: none"> effectiveness and relevance to the competency standards whether assessment tool is appropriate to selected assessment methods whether assessment tool is appropriate to target group and assessment context appropriateness of language and literacy for intended audience.

Unit Sector(s)

Unit sector	Assessment
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEDEL301A Provide work skill instruction

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct individual and group instruction and demonstrate work skills, using existing learning resources in a safe and comfortable learning environment. The unit covers the skills and knowledge required to determine the success of both the training provided and one's own personal training performance. It emphasises the training as being driven by the work process and context.
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Application of the Unit

Application of the unit	This unit supports a wide range of applications across any workplace setting and so can be used by any organisation. Its use is not restricted to training organisations.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Organise instruction and demonstration	1.1. Gather information about <i>learner characteristics</i> and learning needs 1.2. Confirm a <i>safe learning environment</i> 1.3. Gather and check <i>instruction and demonstration objectives</i> and seek assistance if required 1.4. Access and review relevant <i>learning resources</i> and <i>learning materials</i> for suitability and relevance, and seek assistance to interpret the contextual application 1.5. Organise access to necessary equipment or physical resources required for instruction and demonstration 1.6. Notify learners of <i>details</i> regarding the implementation of the learning program and/or delivery plan
2. Conduct instruction and demonstration	2.1. Use interpersonal skills with learners to establish a safe and comfortable learning environment 2.2. Follow the learning program and/or delivery plan to cover all learning objectives 2.3. Brief learners on any <i>OHS procedures</i> and requirements prior to and during training 2.4. Use <i>delivery techniques</i> to structure, pace and enhance learning 2.5. Apply <i>coaching</i> techniques to assist learning 2.6. Use communication skills to provide information, instruct learners and demonstrate relevant work skills 2.7. Provide opportunities for practice during instruction and through work activities 2.8. Provide and discuss feedback on learner performance to support learning
3. Check training performance	3.1. Use <i>measures</i> to ensure learners are acquiring and can use new technical and generic skills and knowledge 3.2. Monitor learner progress and outcomes in consultation with learner 3.3. Review relationship between the trainer/coach and the learner and adjust to suit learner needs
4. Review personal training performance and finalise documentation	4.1. Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement 4.2. Maintain, store and secure learner records according

ELEMENT	PERFORMANCE CRITERIA
	to organisational and legal requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- verbal and non-verbal communication techniques, such as:
 - asking relevant and appropriate questions
 - providing explanations
 - demonstrating
 - using listening skills
 - providing information clearly
- safety skills to implement OHS requirements, by acting and responding safely in order to:
 - identify hazards
 - conduct prestart-up checks if required
 - observe and interpret learner behaviour that may put people at risk
- time-management, skills to:
 - ensure all learning objectives are covered
 - pace learning
- reflection skills in order to:
 - identify areas for improvement
 - maintain personal skill development
- literacy skills to:
 - complete and maintain documentation
 - read and follow learning programs and plans
 - read and analyse learner information
- technology skills to operate audio-visual and technical equipment
- interpersonal skills to:
 - engage, motivate and connect with learners
 - provide constructive feedback
 - maintain appropriate relationships
 - establish trust
 - use appropriate body language
 - maintain humour
 - demonstrate tolerance
 - manage a group
 - recognise and be sensitive to individual difference and diversity
- observation skills to:
 - monitor learner acquisition of new skills, knowledge and competency

REQUIRED SKILLS AND KNOWLEDGE

requirements

- assess learner communication and skills in interacting with others
- identify learner concerns
- recognise learner readiness to take on new skills and tasks

Required knowledge

- learner characteristics and needs
- content and requirements of the relevant learning program and/or delivery plan
- sources and availability of relevant learning resources and learning materials
- content of learning resources and learning materials
- training techniques that enhance learning and when to use them
- introductory knowledge of learning principles and learning styles
- key OHS issues in the learning environment, including:
 - roles and responsibilities of key personnel
 - responsibilities of learners
 - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency procedures
 - risk controls for the specific learning environment

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • carry out a minimum of three training sessions, involving demonstrating and instructing particular work skills for different groups; with each session addressing: <ul style="list-style-type: none"> • different learning objectives • a range of techniques and effective communication skills appropriate to the audience.
Context of and specific resources for assessment	Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Learner characteristics</i> may include:	<ul style="list-style-type: none"> • language, literacy and numeracy levels • learning styles • past learning and work experiences • specific needs • workplace culture.
<i>Safe learning environment</i> may include:	<ul style="list-style-type: none"> • exit requirements • personal protective equipment • safe access • safe use of equipment.
<i>Instruction and demonstration objectives</i> may include:	<ul style="list-style-type: none"> • competencies to be achieved • generic and technical skills, which may be: <ul style="list-style-type: none"> • provided by the organisation • developed by a colleague • individual or group objectives • learning outcomes.
<i>Learning resources</i> may include:	<ul style="list-style-type: none"> • any material used to support learning, such as: <ul style="list-style-type: none"> • learner and user guides • trainer and facilitator guides • example training programs • specific case studies • professional development materials • assessment materials • a variety of formats • those produced locally • those acquired from other sources.
<i>Learning materials</i> may include:	<ul style="list-style-type: none"> • handouts for learners • materials sourced from the workplace, e.g. workplace documentation, operating procedures, and specifications.
<i>Details</i> may include:	<ul style="list-style-type: none"> • location and time • outcomes of instruction or demonstration

RANGE STATEMENT	
	<ul style="list-style-type: none"> • reason for instruction or demonstration • who will be attending instruction session.
<i>OHS procedures</i> may include:	<ul style="list-style-type: none"> • emergency procedures • hazards and their means of control • incident reporting • use of personal protective equipment • safe work practices • safety briefings • site-specific safety rules.
<i>Delivery techniques</i> may include:	<ul style="list-style-type: none"> • coaching • demonstration • explanation • group or pair work • providing opportunities to practise skills and solve problems • questions and answers.
<i>Coaching</i> may include:	<ul style="list-style-type: none"> • learning arrangements requiring immediate interaction and feedback • on-the-job instruction and 'buddy' systems • relationships targeting enhanced performance • short-term learning arrangements • working on a one-to-one basis.
<i>Measures</i> may include:	<ul style="list-style-type: none"> • informal review or discussion • learner survey • on-the-job observation • review of peer coaching arrangements.

Unit Sector(s)

Unit sector	Delivery and facilitation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEDEL401A Plan, organise and deliver group-based learning

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan, organise and deliver training for individuals within a group.
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Application of the Unit

Application of the unit	This unit typically applies to a person working as an entry-level trainer, teacher or facilitator in or with a training and assessment organisation. The person will be working from a learning program developed by someone else, and structuring the learning around that program.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Interpret learning environment and delivery requirements	1.1. Access, read and interpret learning program documentation to determine delivery requirements 1.2. Use available information and documentation to identify group and individual learner needs and learner characteristics 1.3. Identify and assess constraints and risks to delivery 1.4. Confirm personal role and responsibilities in planning and delivering training with relevant personnel
2. Prepare session plans	2.1. Refine existing learning objectives according to program requirements and specific needs of individual learners 2.2. Develop session plans and document these for each segment of the learning program 2.3. Use knowledge of learning principles and theories to generate ideas for managing session delivery
3. Prepare resources for delivery	3.1. Contextualise existing learning materials to meet the needs of the specific learner group 3.2. Finalise learning materials and organise facility, technology and equipment needs in time for delivery of learning sessions 3.3. Confirm overall delivery arrangements with relevant personnel
4. Deliver and facilitate training sessions	4.1. Conduct each session according to session plan, modified where appropriate to meet learner needs 4.2. Use the diversity of the group as another resource to support learning 4.3. Employ a range of delivery methods as training aids to optimise learner experiences 4.4. Demonstrate effective facilitation skills to ensure effective participation and group management
5. Support and monitor learning	5.1. Monitor and document learner progress to ensure outcomes are being achieved and individual learner needs are being met 5.2. Make adjustments to the delivery sessions to reflect specific needs and circumstances 5.3. Manage inappropriate behaviour to ensure learning can take place 5.4. Maintain and store learner records according to

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- presentation skills to ensure delivery is engaging and relevant, including:
 - synthesising information and ideas
 - preparing equipment, such as data projectors and computer presentation applications
 - speaking with appropriate tone and pitch
 - using language appropriate to audience
 - encouraging and dealing appropriately with questions
- group facilitation skills to ensure that:
 - every individual has an opportunity for participation and input
 - group cohesion is maintained
 - behaviour that puts others at risk is observed, interpreted and addressed
 - discussion and group interaction are enhanced
- conflict resolution and negotiation skills to:
 - identify critical points, issues, concerns and problems
 - identify options for changing behaviours
- oral communication and language skills to:
 - motivate learners to transfer skills and knowledge
 - engage with the learner
- interpersonal skills to maintain appropriate relationships and ensure inclusivity
- observation skills to monitor individual and group progress

Required knowledge

- introductory knowledge of learning theories
- sound knowledge of learning principles
- sound knowledge of learner styles
- industry area and subject matter of the delivery
- learner group profile, including characteristics and needs of individual learners in the group
- content and requirements of the learning program and/or delivery plan
- different delivery methods and techniques appropriate to face-to-face group delivery
- techniques for the recognition and resolution of inappropriate behaviours
- behaviours in learners that may indicate learner difficulties
- organisational record-management systems and reporting requirements
- evaluation and revision techniques

REQUIRED SKILLS AND KNOWLEDGE

- specific resources, equipment and support services available for learners with special needs
- relevant policy, legal requirements, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the vocational education and training sector
- OHS relating to the facilitation of group-based learning, including:
 - assessment and risk control measures
 - reporting requirements for hazards
 - safe use and maintenance of relevant equipment
 - emergency procedures
 - sources of OHS information
 - role of key workplace persons
- policies and procedures relevant to the learning environment

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. Arrange of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • facilitate group-based learning by preparing and delivering a series of training sessions, including: <ul style="list-style-type: none"> • at least two consecutive sessions, of a duration commensurate with a substantive training session (e.g. 40-60 minutes), that follow one of the learning program designs • at least one session delivered to a different learner group, with evidence of how the characteristics and needs of this group were addressed • identify and respond to diversity and individual needs • access and use documented resources and support personnel to guide inclusive practices.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • training products, such as training packages and accredited course documentation.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Learning program documentation</i> may include:	<ul style="list-style-type: none"> • competencies or other benchmarks to be achieved • for each chunk or segment of the learning program: <ul style="list-style-type: none"> • specific learning outcomes derived from the benchmarks • overview of content to be covered • learning resources, learning materials and activities • delivery methods • number and duration of training sessions or classes required, and overall timelines • OHS issues to be addressed in delivery • identification of assessment points to measure learner progress • assessment methods and tools to be used to collect evidence of competency, where assessment is required.
<i>Session plans</i> may include:	<ul style="list-style-type: none"> • outline of objectives and content to be addressed • plan of delivery methods and learning activities to be used within the session • timelines and duration for each learning activity • formative assessment points and opportunities • learning materials required.
<i>Inappropriate behaviour</i> may include:	<ul style="list-style-type: none"> • violent or inappropriate language • verbal or physical abuse or bullying • insensitive verbal or physical behaviour towards other learners or the trainer/facilitator, including cultural, racial, disability or gender-based insensitivities • dominant or overbearing behaviour • disruptive behaviour • non-compliance with safety instructions.

Unit Sector(s)

Unit sector	Delivery and facilitation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEDEL402A Plan, organise and facilitate learning in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan, organise and facilitate learning for individuals in a workplace.
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Application of the Unit

Application of the unit	This unit typically applies to a person working as an entry level trainer, teacher or facilitator, team leader or workplace supervisor, or any employee responsible for guiding learning through work.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish effective work environment for learning	1.1. Establish and agree upon objectives and scope of the work-based learning 1.2. Analyse work practices and routines to determine their effectiveness in meeting established learning objectives 1.3. Identify and address <i>OHS implications</i> of using work as the basis for learning
2. Develop a work-based learning pathway	2.1. Address <i>contractual requirements</i> and responsibilities for learning at work 2.2. Arrange for integration and monitoring of external learning activities with the <i>work-based learning pathway</i> 2.3. Obtain agreement from relevant personnel to implement the work-based learning pathway
3. Establish the learning-facilitation relationship	3.1. Identify context for learning and individual's learning style 3.2. Select appropriate technique or process to facilitate learning and explain the basis of the technique to learner 3.3. Develop, document and discuss <i>individualised learning plan</i> with learner 3.4. Access, read and interpret documentation outlining the OHS responsibilities of the various parties in the learning environment 3.5. Monitor supervisory arrangements appropriate to learner's levels of knowledge, skill and experience to provide support and encouragement and ensure learner's health and safety
4. Implement work-based learning pathway	4.1. Sequence introduction of workplace tasks, activities and processes to reflect the agreed work-based learning pathway 4.2. Explain objectives of work-based learning and the processes involved to learner 4.3. Encourage learner to take responsibility for learning and to self-reflect 4.4. Develop techniques that facilitate learner's transfer of skills and knowledge
5. Maintain and develop the learning/facilitation	5.1. Prepare for each session 5.2. Structure learning activities to support and reinforce new learning, build on strengths, and identify areas

ELEMENT	PERFORMANCE CRITERIA
relationship	<p>for further development</p> <p>5.3.Observe learner cues and change approaches where necessary to maintain momentum</p> <p>5.4.Practise <i>ethical behaviour</i> at all times</p> <p>5.5.Monitor effectiveness of the learning/facilitation relationship through regular meetings between the parties</p>
6. Close and evaluate the learning/facilitation relationship	<p>6.1.Carry out the closure smoothly, using appropriate interpersonal and communication skills</p> <p>6.2.Seek feedback from learner on the outcomes achieved and value of the relationship</p> <p>6.3.Evaluate and document process, including <i>impact, self evaluation and reflection</i>, and file according to legal and organisational requirements</p>
7. Monitor and review the effectiveness of the work-based learning pathway	<p>7.1.Document work performance and learning achievement and keep records according to organisational requirements</p> <p>7.2.Evaluate effectiveness of the work-based pathway against the objectives, processes and techniques used</p> <p>7.3.Recommend improvements to work-based practice in light of the review process</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- oral communication and language skills to:
 - motivate the learner
 - transfer skills and knowledge
- interpersonal skills to maintain appropriate relationships
- observation skills to monitor individual progress
- literacy skills to:
 - read and interpret organisational documents, legal documents and contracts
 - complete and maintain documentation
- organisational skills to provide guidance and feedback to individuals
- communication skills, including:
 - using effective verbal and non-verbal language
 - using critical listening and questioning techniques
 - giving constructive and supportive feedback
 - assisting learners to paraphrase advice or instructions back to the trainer/facilitator
 - providing clear and concrete options and advice
 - using appropriate industry/profession terminology and language
 - ensuring language, literacy and numeracy used is appropriate to learners

Required knowledge

- systems, processes and practices within the organisation where work-based learning is taking place
- operational demands of the work and impact of changes on work roles
- organisational work culture, including industrial relations environment
- systems for identifying skill needs
- introductory knowledge of different learning styles and how to encourage learning in each, for example:
 - visual learners
 - audio learners
 - kinaesthetic learners
 - theoretical learners
- relevant policy, legislation, codes of practice and national standards that may affect training and assessment in the vocational education and training sector
- OHS relating to the work role, including:
 - hazards relating to the industry and specific workplace

REQUIRED SKILLS AND KNOWLEDGE
<ul style="list-style-type: none">• reporting requirements for hazards and incidents• specific procedures for work tasks• safe use and maintenance of relevant equipment• emergency procedures• sources of OHS information

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • prepare and facilitate work-based learning • provide evidence of a minimum of two examples of developing work-based learning pathways, that include: <ul style="list-style-type: none"> • identifying needs for learning • analysing work practices, work environment and work activities • organising and allocating work in a way that reflects learning needs and provides effective learning opportunities through work processes • provide a minimum of two examples of a learning facilitation relationship being conducted: <ul style="list-style-type: none"> • with different individuals • demonstrating communication skills and flexibility • demonstrating one or more of the processes or techniques identified.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to information about work activities.</p>
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>OHS implications</i> may include:	<ul style="list-style-type: none"> • OHS obligations • workplace OHS policies and procedures • ensuring work practices, routines and proposed changes do not pose a risk to learners and others.
<i>Contractual requirements</i> may include:	<ul style="list-style-type: none"> • training plans under apprenticeships/traineeships • requirements of government-funded training programs, such as Workplace English Language and Literacy (WELL).
<i>Work-based learning pathway</i> may include:	<ul style="list-style-type: none"> • identifying specific goals for work-based learning • identifying job tasks or activities to be included in learning process • appropriate sequencing of job tasks/activities to reflect learner incremental development • direct guidance and modelling from experienced co-workers and experts • opportunities for practice.
<i>Individualised learning plan</i> may include:	<ul style="list-style-type: none"> • information about individual's learning style, learner characteristics, and the context for learning • clear boundaries and expectations of the learning/facilitation relationship • documented equity or additional support needs for the learner • performance benchmarks to be achieved • activities and processes which together will achieve the benchmarks.
<i>Ethical behaviour</i> includes:	<ul style="list-style-type: none"> • trust • integrity • privacy and confidentiality of the session • following organisational policies • knowing own limitations • having a range of other intervention referrals ready when needed • honesty

RANGE STATEMENT	
	<ul style="list-style-type: none"> • fairness to others.
Impact may be:	<ul style="list-style-type: none"> • successful achievement, rate of achievement, or lack of achievement of identified goals • achievement of other outcomes as a result of the relationship • development of new goals • new or increased motivation to learn • greater capacity to learn • increase in learner's self-confidence.
Self-evaluation and reflection may include:	<ul style="list-style-type: none"> • asking critical questions about: <ul style="list-style-type: none"> • own ability • what worked or didn't work • how the relationship building process could be improved • reviewing records and journals on sessions and critically evaluating own performance • reviewing feedback from learner and identifying critical aspects and areas for improvement.

Unit Sector(s)

Unit sector	Delivery and facilitation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEDES401A Design and develop learning programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conceptualise, design, develop and review learning programs to meet an identified need for a group of learners. The unit addresses the skills and knowledge needed to identify the parameters of a learning program, determine the design, outline the content and review its effectiveness.
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Application of the Unit

Application of the unit	This unit typically applies to a trainer or facilitator who designs or develops learning programs. A learning program can be discrete, providing a planned learning approach that relates to specific learning and training needs, or it may form part of the learning design for a qualification.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Define parameters of the learning program	1.1. Clarify <i>purpose</i> and type of learning program with key stakeholders 1.2. Access and confirm the competency standards and <i>other training specifications</i> on which to base the learning program 1.3. Identify language, literacy and numeracy requirements of the program 1.4. Identify and consider characteristics of the target learner group
2. Work within the vocational education and training (VET) policy framework	2.1. Access relevant <i>VET policies</i> and frameworks, and apply to work practices 2.2. Identify changes to training packages and accredited courses and apply these to program development 2.3. Conduct work according to organisational quality assurance policies and procedures
3. Develop program content	3.1. Research, develop and document specific subject matter content according to agreed design options 3.2. Evaluate existing learning resources for content relevance and quality 3.3. Specify assessment requirements of the learning program
4. Design structure of the learning program	4.1. Break the learning content into manageable segments and document timeframe for each segment 4.2. Determine and confirm <i>delivery strategies</i> and required assessment methods and tools 4.3. Document complete learning program in line with organisational requirements 4.4. Review complete program with key stakeholders and adjust as required 4.5. Ensure a safe learning progression by analysing risks in the learning environment and including a risk control plan

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- organisational skills to ensure resources are available and suitable
- evaluation skills to determine the time required for each learning segment and the overall timelines of the learning program
- cognitive skills to develop the learning program content and design its structure
- language and literacy skills to read and interpret a range of documentation, including technical and subject matter documents, references and texts

Required knowledge

- information about training package developers and course accreditation agencies responsible for specific learning program parameters
- training packages and relevant competency standards to be used as the basis of the learning program
- other performance standards and criteria to be used as the basis of the learning program, where relevant
- distinction and relationship between a training package/accredited course, learning strategy and learning program, where linked
- different purposes and focus of learning programs
- sound knowledge of learning principles
- instructional design principles relating to different design options for learning program design and structure
- availability and types of different relevant learning resources, learning materials and pre-developed learning activities
- methodology relating to developing and documenting new learning activities and related learning materials
- different delivery modes and methods
- relevant policies, legal requirements, codes of practice and national standards, including commonwealth and state or territory legislation that may affect training and assessment in the VET sector
- relevant OHS knowledge relating to the work role, and OHS considerations that need to be included in the learning program

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • design, develop and review learning programs within the VET context • prepare and develop a minimum of two learning programs: <ul style="list-style-type: none"> • that contain differentiated learning program designs to reflect particular needs, contexts and timelines • at least one of which must be based on competency standards or accredited courses and must cover at least one entire unit of competency or accredited course module.
Context of and specific resources for assessment	Evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Purpose</i> may include:	<ul style="list-style-type: none"> • developing vocational competency or vocational skills • developing language, literacy and numeracy skills • developing general education • meeting legislative, licensing and registration requirements, such as OHS requirements.
<i>Other training specifications</i> may include:	<ul style="list-style-type: none"> • curriculum specifications • product specifications • organisational work requirements and training needs • induction needs • language, literacy and numeracy development needs • regulatory and licensing requirements.
<i>Vocational education and training policies</i> may include:	<ul style="list-style-type: none"> • policies and procedures set by national organisations, such as the National Quality Council • Australian Quality Training Framework • other relevant policies.
<i>Delivery strategies</i> may include:	<ul style="list-style-type: none"> • focus of delivery in terms of size and type of group • context of delivery, for example: <ul style="list-style-type: none"> • in the workplace • in a training room • in a community setting • mode of delivery, for example: <ul style="list-style-type: none"> • face-to-face • online • blended delivery mode • delivery methods, for example: <ul style="list-style-type: none"> • lock-step, learner-paced and mixed • interactive, participative and collaborative • blended delivery methods.

Unit Sector(s)

Unit sector	Learning design
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAEDS402A Use training packages and accredited courses to meet client needs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to use training packages and accredited courses as tools to support industry, organisation and individual competency development needs.
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Application of the Unit

Application of the unit	This unit typically applies to a person working in or with training and/or assessment organisations as an entry-level trainer, teacher, facilitator or assessor. It assumes that the person is working from a pre-defined training product, such as a training package or accredited course, and applying that product to meet client needs.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select appropriate training package or accredited course	1.1. Confirm training and/or assessment needs of <i>client</i> 1.2. Identify and source training packages and/or accredited courses which could satisfy client needs 1.3. Use training products in line with the <i>training and assessment organisation's quality assurance policies</i> and procedures
2. Analyse and interpret the qualifications framework	2.1. Read and interpret qualification rules 2.2. Review and determine applicable licensing requirements and prerequisites 2.3. Determine suitable electives that meet client needs and job roles
3. Analyse and interpret units of competency and accredited modules	3.1. Select individual unit or accredited module to meet client needs 3.2. Read, analyse and interpret all parts of the unit or accredited module for application to client needs 3.3. Analyse links between unit and/or accredited module to develop effective applications for the client 3.4. Document analysis of unit or accredited module in a clear and accessible manner
4. Contextualise units and modules for client applications	4.1. Use information from the client to <i>contextualise the unit</i> or accredited module to meet client needs 4.2. Use advice on contextualisation produced by the training package developer or course developer to meet client needs
5. Analyse and interpret assessment guidance	5.1. Read, analyse and apply the assessment guidance of the relevant training package or accredited course 5.2. Determine any special requirements for assessment or reasonable adjustment to suit client needs

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and interpersonal skills to collaborate with others in using training products
- planning skills to develop a structure for a particular application of training packages and accredited courses
- cognitive skills to analyse, interpret and apply the various components of selected training packages and accredited courses
- research skills to analyse and interpret training package and accredited course content to meet client needs

Required knowledge

- Australian Qualifications Framework (AQF) guidelines, including characteristics of AQF qualification levels
- functions and responsibilities of training package developers and course accreditation agencies, and their roles as key vocational education and training (VET) organisations
- dimensions of competency
- format and structure of accredited courses
- format and structure of competency standards
- function of training packages and accredited curriculum as benchmarks in a competency-based VET training and assessment system
- methodology relating to analysing and using competency standards for a range of applications and purposes to meet the needs of a diverse range of VET clients
- language and terminology used in training packages and accredited courses
- parts of training packages that can be contextualised and parts that cannot
- structure of training packages and the role and purpose of each endorsed component
- sources of training package information

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> analyse a training package and or accredited course to examine its component parts, identify relevant units of competency or modules, and contextualise those to meet a specific client need demonstrate a minimum of two examples of analysing training specifications, including at least one training package; the other may be another training package or an accredited course that meets a specific client need.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> training products, such as training packages and accredited course documentation.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Client</i> may include:	<ul style="list-style-type: none"> individual learners candidates for assessment organisations or enterprises with specific training needs.
<i>Training and assessment organisation</i> may include:	<ul style="list-style-type: none"> registered training organisation (RTO) organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services organisation that provides non-recognised training and assessment services.
<i>Quality assurance policies</i> may include:	<ul style="list-style-type: none"> Australian Quality Training Framework requirements as they apply to RTOs organisational internal quality policies and procedures.
<i>Contextualising units:</i>	<ul style="list-style-type: none"> means linking the requirements of the competency standard to the work environment of a particular client or client group may include: <ul style="list-style-type: none"> identifying specific types of tools and equipment relevant to the competency identifying specific organisational policies, procedures, processes and forms relevant to the competency linking organisation-specific terminology to the competency identifying specific people relevant to the competency.

Unit Sector(s)

Unit sector	Learning design
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAELLN401A Address adult language, literacy and numeracy skills

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to recognise the core language, literacy and numeracy (LLN) demands of training and assessment, and to tailor training and assessment to suit individual skill levels, including accessing relevant support resources.
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Application of the Unit

Application of the unit	This unit introduces trainers and assessors to core language, literacy and numeracy issues in training and assessment practice. Competence in this unit does not indicate that a person is a qualified specialist adult language, literacy or numeracy practitioner.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine the core LLN requirements of the training	<p>1.1.Determine <i>core LLN skill</i> requirements of the <i>training specification</i></p> <p>1.2.Determine core LLN requirements of the <i>training context</i></p> <p>1.3.Use <i>validated tools</i> and other sources of information to determine existing core LLN skills of learners</p>
2. Access specialist learning support	<p>2.1.Determine the need for <i>specialist core LLN assistance</i> for the learner, based on evidence collected</p> <p>2.2.Apply appropriate strategies for collaboration with specialist language, literacy and numeracy practitioners</p>
3. Customise program to develop core LLN skills	<p>3.1.Select and customise or develop learning and assessment materials that are appropriate to core LLN skills of training specification, training context and learners</p> <p>3.2.Apply <i>learning support strategies</i> to assist learners to develop required core LLN skills</p> <p>3.3.Continuously monitor and evaluate approaches to determine areas for improvement</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- language, literacy and numeracy skills to:
 - deliver effective training and assessment
 - analyse and apply the Australian Core Skills Framework (ACSF) at a level appropriate to the outcomes of the unit
 - make judgements about the LLN requirements of learner skill levels and training
 - communicate with other professionals about LLN requirements
 - liaise with personnel, including managers or supervisors, from the training and/or assessment organisation
 - liaise with appropriate external authorities
 - interpret a wide range of documents
- self-management and organisational skills to meet the LLN requirements of learners
- interpersonal skills to:
 - encourage learner development
 - demonstrate sensitivity to cultural issues

Required knowledge

- definitions of core LLN skills, according to the ACSF
- methodology for determining skill levels using the ACSF
- national policy on the integration of LLN into training package competencies
- legislation and codes of practice, for example:
 - equal opportunity legislation
 - privacy legislation
 - organisational requirements
- OHS relating to the work role, including:
 - reporting requirements for hazards
 - emergency procedures
 - safe use and maintenance of equipment
 - sources of OHS information
 - OHS obligations of employers and employees, including supervisors

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • address core LLN issues in training and assessment practice on at least two different occasions • provide evidence that includes: <ul style="list-style-type: none"> • documentation setting out activities, resources and individual learning plans for a particular learner • third-party observations of the candidate with a range of learners • documentation of the use of the ACSF to determine LLN level.
Context of and specific resources for assessment	<p>Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • specialist LLN practitioners for consultation and verification of approaches • tools based on the ACSF levels • training package support materials.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Core LLN skills</i> include:	<ul style="list-style-type: none"> • core skills, as described by the ACSF • range of learning, reading, writing, oral communication and numeracy skills required to participate in work and the wider community.
<i>Training specification</i> may include:	<ul style="list-style-type: none"> • training package units of competency • learning outcomes from accredited courses with a vocational outcome • non-accredited industry specific learning programs.
<i>Training context</i> describes:	<ul style="list-style-type: none"> • environment in which the training takes place, which may include: <ul style="list-style-type: none"> • work setting • community setting • training organisation.
<i>Validated tools</i> to ascertain LLN levels include:	<ul style="list-style-type: none"> • tools based on the ACSF • information gained from an LLN specialist, including results from prior assessment.
<i>Specialist core LLN assistance</i> can include:	<ul style="list-style-type: none"> • specialist in-house support services • Workplace English Language and Literacy (WELL) program support • specialist consultants • team teaching approaches • mentoring • government and community support services.
<i>Learning support strategies</i> can include:	<ul style="list-style-type: none"> • demonstrating LLN practices to be learned in a workplace context • using plain English appropriate for the learner • using audio recording of texts • using video and/or audio material to support the training • providing simplified explanations of underpinning principles and concepts • providing explanations and examples of text types • ensuring that decision-making responsibilities are shared

RANGE STATEMENT

	<p>with learners</p> <ul style="list-style-type: none"> • encouraging use of learners' personal word lists and dictionaries • mentoring in a learning situation • acknowledging and building on strengths of learners • providing opportunities to discuss, attach importance to, and build on different culturally-based behaviours and values.
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Unit Sector(s)

Unit sector	Language, literacy and numeracy practice
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TAESUS501A Analyse and apply sustainability skills to learning programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify explicit and embedded sustainability skills within training packages and accredited courses, and apply requirements to learning programs associated with the development of competence.
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Application of the Unit

Application of the unit	This unit typically applies to trainers, facilitators, assessors, instructional designers, and training and assessment consultants.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research sustainability skill requirements of an industry area	1.1. Identify sustainability issues and practices in relation to a <i>specific industry</i> area 1.2. Investigate current and emerging practices in relation to sustainability in the specific industry area 1.3. Evaluate various approaches to building these into training practice and processes 1.4. Identify specialist sustainability practitioners and seek advice as required
2. Determine sustainability skills relevant to training	2.1. Analyse and document relevant <i>sustainability skills</i> in the <i>training specification</i> 2.2. Identify <i>potential or implicit sustainability skills</i> in the training specification 2.3. Document these skills as part of the learning and assessment strategy
3. Customise program to incorporate sustainability skills	3.1. Select and customise or develop learning and assessment materials linked to the required sustainability skills and appropriate for the training specification and training context 3.2. Document customised program

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - make judgements about the sustainability skill requirements of training
 - communicate with other professionals about sustainability skill requirements
 - liaise with personnel, including managers and supervisors, from the training and assessment organisation
 - analyse a wide range of documents
- self-management and organisational skills to analyse and apply sustainability skills to learning programs
- research skills to analyse training specifications and determine embedded, explicit and implicit sustainability skills

Required knowledge

- definitions of sustainability and different contexts in which a variety of definitions can be used
- training package contents, including industry-specific approaches to identifying sustainability skills within them
- national policy on sustainability, including specific policy in relation to the development of sustainability skills in the vocational education and training sector
- legislation, codes of practice and associated requirements, such as:
 - environmental legislation
 - equal employment opportunity legislation
 - privacy legislation
 - organisational requirements
- OHS relating to the work role, including:
 - reporting requirements for hazards
 - sources of OHS information
 - OHS obligations of employers and employees, including supervisors

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • identify sustainability skill issues in at least two different training products • provide documentation setting out training products and learning strategies that incorporate sustainability skills • provide outlines of how those sustainability skills are to be incorporated into training and assessment approaches.
Context of and specific resources for assessment	Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Specific industry</i> means:	<ul style="list-style-type: none"> a specific industry area or sector area in which the candidate usually trains or assesses.
<i>Sustainability skills</i> include:	<ul style="list-style-type: none"> technical skills, knowledge, values and attitudes needed in the workforce to develop and support sustainable social, economic and environmental outcomes in business, industry and the community, as defined in the National Green Skills Agreement December 2009.
<i>Training specification</i> may include:	<ul style="list-style-type: none"> training package units of competency learning outcomes from accredited courses with a vocational outcome non-accredited industry specific learning programs.
<i>Potential or implicit sustainability skills</i> may include:	<ul style="list-style-type: none"> areas of the training specification where the achievement of the performance criteria has an implied sustainable or green skills context (e.g. increasing fuel efficiency in a performance criteria related to effective use of powered equipment).

Unit Sector(s)

Unit sector	Sustainability practice
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

TLIA1007C Coordinate goods to bond premises

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate goods to bond premises in accordance with regulatory and workplace requirements including identifying and listing goods for bonding, arranging transfer of goods to bond store, and preparing and issuing bond lists.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning coordination of goods to bond premises.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the coordination of goods to bond premises as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and list goods for bonding	<ul style="list-style-type: none">1.1 Goods are listed for bonding when not delivered or collected on completion of agreed storage period1.2 Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplus1.3 Goods left after time advertised for collection are listed for bonding in accordance with workplace policy and Australian Customs Service requirements
2 Arrange transfer of goods to bond store	<ul style="list-style-type: none">2.1 Arrangements for the transfer of goods to bond store are made in accordance with regulatory requirements and workplace procedures2.2 Carrier is notified of storage or yard location, marks and quantity
3 Prepare and issue bond list	<ul style="list-style-type: none">3.1 Bond list is prepared in accordance with workplace requirements and Australian Customs Service regulations3.2 Bond list, endorsed with the relevant information, is issued to carrier

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the coordination of goods to bond premises

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the coordination of goods to bond premises

Focus of operation of work systems, equipment, management and site operating systems for coordination of goods to bond premises

Problems that may occur when coordinating goods to bond premises and appropriate action that can be taken to resolve the problems

Required skills:

Communicate effectively with others when coordinating the delivery of goods to bond premises

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the coordination of goods to bond premises

Complete documentation when coordinating the delivery of goods to bond premises

Work collaboratively with others when coordinating the delivery of goods to bond premises

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when coordinating the delivery of goods to bond premises in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when coordinating the delivery of goods to bond premises

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or

damage to goods or equipment

Select and use relevant communications, computing and office equipment when coordinating goods to bond premises

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients bond store representatives relevant authorities and institutions management and union representatives industrial relations and OH&S specialists other maintenance, professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used,	company procedures

workplace procedures may include:	enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Information/documents may include:	workplace procedures and policies for the coordination of goods to bond store premises supplier and/or client instructions goods identification numbers and codes manifests, bar codes, goods and container identification/serial number agents delivery order and agents program customers clearance quarantine clearance point of MT return/hand-over agreement continuing permission single transaction permissions chief clerks MT delivery program gate pass/VMO clearance stamped bulk run numbers manufacturers specifications for equipment dangerous goods declarations and material safety data sheets (where applicable) relevant legislation, regulations and related documentation including ADG / IMDG Code award, enterprise bargaining agreement, other industrial arrangements relevant Australian standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may	relevant codes and regulations pertaining to

include:

the coordination of goods to bond premises

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA107C Secure cargo

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the securing of cargo.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the securing of cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare to secure cargo/containers	<ul style="list-style-type: none">1.1 Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures1.2 Unsafe work practices and/or equipment are reported to appropriate personnel1.3 Appropriate protective clothing, equipment and fittings are selected1.4 Formwork is erected where no lashing points exist1.5 Lashing plan is read and interpreted
2 Lash and unlash cargo	<ul style="list-style-type: none">2.1 Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo2.2 Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point2.3 Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned2.4 Tensioners are securely fastened2.5 When unlashings, fittings are released, disconnected and removed from the cargo2.6 Lashing equipment is placed in designated storage areas or cleared from work area2.7 Lashing/unlashing operations ensure no injury to personnel or damage to machinery or cargo2.8 Lashing is completed in accordance with lashing plan

- 3 **Protect cargo from weather**
 - 3.1 Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment
 - 3.2 Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures
- 4 **Pack and unpack cargo**
 - 4.1 Damaged cargo is identified and reported following enterprise procedures
 - 4.2 Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating procedures
 - 4.3 Cargo is identified through the interpretation of marks or numbers
 - 4.4 Tight stow of cargo is maintained
 - 4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Procedures for managing and controlling hazardous situations when carrying out work activities

The marking and numbering systems for cargo

Problems that may occur when securing cargo or freight and appropriate action that can be taken to resolve the problems

Focus of operation of work systems, equipment, management and site operating systems for the securing of cargo or freight

Workplace procedures and policies for the securing of cargo or freight

Australian and international standards, codes and regulations relevant to the securing of cargo or freight including the Australian and International Dangerous Goods Codes

Relevant bond, quarantine or other legislative requirements

Relevant handling and safety codes

Relevant OH&S and environmental procedures and regulations

Required skills:

Communicate effectively with others when securing cargo or freight

Read and interpret instructions, procedures, information and labels relevant to securing cargo or freight

Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels

Interpret and follow operational instructions and prioritise work

Receive, acknowledge and send messages with available communications equipment

Complete documentation related to the securing of cargo or freight

Work collaboratively with others when securing cargo or freight

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and use relevant equipment, processes and procedures when securing cargo or freight

Operate and adapt to differences in cargo handling equipment in accordance with standard operating procedures

Use the lashing and protection equipment

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise :	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments at height in a workbox or workcage
Cargo may include:	goods with specialist requirements, including temperature controlled goods and dangerous goods
Lashing equipment for containers may include:	twistlocks pelican hooks lashing rods (bars) turn handles (keys) bottle screws bridging clamps cones
Securing equipment may include:	chocks racks lashings ropes chains
Covers may include:	rain and dust covers
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances

	movements of equipment, goods and materials
Personnel in work area may include:	workplace personnel site visitors contractors official representatives
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios protective clothing high visibility clothing full arrest safety harness
Communication in the work area may include:	phone radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	goods identification numbers and codes manifests, bar codes, and container identification/serial number Australian and international codes of practice and regulations relevant to the securing of cargo Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances operations manuals, job specifications and induction documentation manufacturers specifications for equipment workplace procedures and policies

supplier and/or client instructions
dangerous goods declarations and material
safety data sheets (where applicable)
award, enterprise bargaining agreement,
other industrial arrangements
relevant Australian standards and
certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations for the
securing of cargo
Australian and international regulations and
codes of practice for the handling and
transport of dangerous goods and hazardous
substances, including:
Australian and International Dangerous
Goods Codes
Australian Marine Orders and the
International Maritime Dangerous Goods
Code
IATA Dangerous Goods by Air regulations
Australian and International Explosives
Codes

licence, patent or copyright arrangements
water and road use and licence arrangements
export/import/quarantine/bond requirements
marine orders
relevant Australian standards and
certification requirements
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA1107C Package goods

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to package goods in accordance with regulatory and workplace requirements including selecting materials, packing and unwrapping products, and labelling packaged products/loads to the required labelling standards.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the packaging of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the packaging of goods as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Select materials and pack and unwrap products	<ul style="list-style-type: none">1.1 Packaging specifications and order packaging documentation are correctly interpreted1.2 Appropriate packaging technology suitable for the goods to be packed is selected1.3 Packaging materials are identified and matched to specifications1.4 Work plan ensures materials are used economically and that appropriate packaging is used that minimises loss and damage in transit or storage1.5 Work is planned in accordance with OH&S requirements1.6 Completed packed goods are stacked to minimise damage from within and outside
2 Label packaged products/loads	<ul style="list-style-type: none">2.1 Workplace labelling standards are identified2.2 Appropriate goods handling, labelling and other identification symbols are utilised2.3 Invoices and picking slips are attached (where required)2.4 Workplace documentation is completed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the packaging of goods including the Australian Dangerous Goods Code (ADG Code)

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the packaging of goods

Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods

Problems that may occur when packaging goods and appropriate action that can be taken to resolve the problems

Documentation requirements for the packaging of goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when packaging goods

Read and interpret instructions, procedures and labels relevant to the packaging of goods

Complete documentation related to work activities when packaging goods

Work collaboratively with others when packaging goods

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when packaging goods in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may occur when packaging goods

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment when packaging goods

Check operation of packaging equipment in terms of service schedule and standard operating procedures

Select and use relevant communications, computing equipment and materials when packaging goods

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Goods may involve:	special handling, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials oil or water on floor a fire or explosion damaged packaging or pallets debris on floor faulty racking poorly stacked pallets faulty equipment
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients relevant authorities and institutions management and union representatives industrial relations and OH&S specialists other maintenance, professional or technical staff

Communication in the work area may include:

phone
electronic data interchange (EDI)
fax
email
internet
radio
oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Personal protective equipment may include:

gloves
safety headwear and footwear
safety glasses
two-way radios
high visibility clothing

Information/documents may include:

goods identification numbers and codes
manifests, picking slips, merchandise transfers, stock requisitions and bar codes
codes of practice and regulations relevant to the packaging of goods
Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
operations manuals, job specifications and induction documentation
manufacturers specifications for equipment
workplace procedures and policies
supplier and/or client instructions
dangerous goods declarations and material safety data sheets (where applicable)
award, enterprise bargaining agreement, other industrial arrangements
relevant Australian standards and

	certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant codes and regulations for the packaging of goods
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
	Australian and International Dangerous Goods Codes
	Australian and International Explosives Codes
	licence, patent or copyright arrangements
	water and road use and licence arrangements
	export/import/quarantine/bond requirements
	marine orders
	relevant state/territory OH&S and environmental protection legislation
	workplace relations regulations
	workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA1307C Receive goods

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the receiving of goods as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify workplace procedures and documentation requirements for the receipt of goods	1.1 Workplace procedures for receipt of goods are identified
	1.2 Purpose of documents associated with the receipt of goods is interpreted
	1.3 Workplace documentation requirements for the receipt of goods and reporting of damage are identified
2 Check and inspect goods on arrival and complete workplace documentation	2.1 Procedures for checking of goods in comparison with orders or manifests are identified and followed
	2.2 Discrepancies and/or damaged goods are reported
	2.3 Non-conforming goods are appropriately documented and despatched or stored in accordance with company procedures
3 Unload, unpack and store stock	3.1 Appropriate manual handling techniques and equipment are identified
	3.2 Safe work procedures are used when unloading, unpacking and storing stock
	3.3 Advice on appropriate storage locations and requirements for particular products is sought
	3.4 Goods are unloaded and unpacked in accordance with workplace procedures
	3.5 Assistance from others is sought when required to maintain safe and effective work
	3.6 Directions are followed to store stock in appropriate areas

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the receiving of goods

Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods

Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems

Specifications and standards for the checking and inspection of received goods

Documentation requirements for the receiving of goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when receiving goods

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods

Complete documentation related to the receipt of goods

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Work collaboratively with others when receiving goods

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when receiving goods in accordance

with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when receiving goods

Apply precautions and required action to minimise, control or eliminate hazards that may exist when receiving goods

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant load handling equipment when receiving goods

Select and use required personal protective equipment conforming to industry and OH&S standards

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Received goods may involve:	special handling and storage requirements, including temperature controlled goods and dangerous goods
Problems that may occur when receiving goods may include:	damaged stock damaged pallets or packaging wrong stock error in paperwork poorly stacked stock incorrect quantity
Aspect s of goods to be checked when receiving goods may include:	correct type number condition quality packaging labelling dangerous goods declarations and markings (where applicable)
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials

	oil or water on floor
	fire or explosion
	damaged packaging or pallets
	debris on floor
	poorly stacked pallets
	faulty equipment
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	drivers and agents
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise transfers, stock requisitions and bar codes

codes of practice and regulations relevant to the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

operations manuals, job specifications and induction documentation

manufacturers specifications for equipment

workplace procedures and policies

supplier and/or client instructions

dangerous goods declarations and material safety data sheets (where applicable)

award, enterprise bargaining agreement, other industrial arrangements

relevant Australian standards and certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations for the receiving of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air Regulations

Australian and international explosives codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and

environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA1407C Use product knowledge to complete work operations

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify products in a subsection of a warehouse or other storage area	<ul style="list-style-type: none">1.1 Products are identified against specified criteria in accordance with workplace procedures1.2 Storage and handling characteristics are identified and applied consistently1.3 Products are described to internal customers identifying features which may affect location, safety or storage requirements
2 Examine quality and report on products	<ul style="list-style-type: none">2.1 Products are inspected in accordance with workplace quality assurance procedures2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable2.3 Non-conforming products are recorded/reported in accordance with workplace procedures
3 Use inventory and labelling systems to identify and locate products	<ul style="list-style-type: none">3.1 Inventory and labelling systems are used to locate products within the workplace3.2 Goods are physically located and identified

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products

Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods

Categories or groups of products and the special handling, stacking and storage requirements for each

Purpose and use of cataloguing and labelling systems

Strategies to seek out sources of knowledge of products and use this information to inform work

Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods

Documentation requirements including reports and records concerning damaged or contaminated goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when handling, transporting and storing products and providing information on products and services

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services

Identify containers and goods coding, ADG and IMDG markings and where applicable

emergency information panels

Complete documentation related to work activities

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Adapt to differences in products and services in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Select and use relevant communications, computing and load handling equipment

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	automated manual paper-based computerised microfiche
Categories or groups of products/stock may include:	small parts perishable goods overseas export dangerous goods refrigerated products temperature controlled stock fragile goods
Distinguishing identification criteria for products may include:	shape size colour distinguishing features codes and product identification/serial

	numbers
	labels
	signs or other documentation
	locations
The characteristics of products/stock may include:	small parts
	toxicity
	flammability
	form
	weight
	size
	state
	perishability
	fragility
	security risk
Labelling systems may include:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves

	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise transfers, stock requisitions and bar codes
	codes of practice and regulations relevant to the identification, handling and stacking of goods
	Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
	operations manuals, job specifications and induction documentation
	manufacturers specifications for equipment

workplace procedures and policies
supplier and/or client instructions
dangerous goods declarations and material
safety data sheets (where applicable)
award, enterprise bargaining agreement,
other industrial arrangements
relevant Australian standards and
certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations for the
packaging of goods
Australian and international regulations and
codes of practice for the handling and
transport of dangerous goods and hazardous
substances, including:

Australian and International Dangerous
Goods Codes

Australian and International Explosives
Codes

licence, patent or copyright arrangements
water and road use and licence arrangements
export/import/quarantine/bond requirements
marine orders
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA1507C Complete receival/despatch documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete receival/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receival/despatch documentation.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the completion of receival/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Analyse order to identify work requirements to fill order	<ul style="list-style-type: none">1.1 Order request documentation is interpreted1.2 Product(s) in order are noted and workplace location(s) are identified1.3 Workplace and product knowledge is used to organise documentation1.4 Required schedules for order movement are identified and noted where required1.5 Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted
2 Follow workplace order documentation processes	<ul style="list-style-type: none">2.1 Workplace procedures for documentation of an order are identified2.2 Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements
3 Finalise documentation	<ul style="list-style-type: none">3.1 Order is checked against schedule and order form3.2 Workplace records are completed, and labels and appropriate documentation are attached in accordance with workplace procedures and any relevant regulatory requirements3.3 Special transportation requirements are identified and conveyed to appropriate personnel3.4 Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the completion of receival/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the completion of receival/despatch documentation

Focus of operation of work systems, equipment, management and site operating systems for the receiving and despatch of goods

Problems that may occur when completing receival and despatch documentation and appropriate action that can be taken to resolve the problems

Specifications and standards for the checking and inspection of received and despatched goods

Documentation requirements for the receipt and despatch of goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when completing receival and despatch documentation

Read and interpret instructions, procedures and labels relevant to the completion of receival and despatch documentation

Complete receival and despatch documentation

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Work collaboratively with others when completing receival and despatch documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when completing receipt and despatch documentation in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer, communication and office equipment when completing receipt and despatch documentation

Estimate the size, shape and special requirements of goods and loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Received/despatched goods may involve:	special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Problems that may occur when receiving/despatching goods include:	damaged stock damaged pallets or packaging wrong stock error in paperwork poorly stacked stock incorrect quantity
Aspects of goods to be checked when receiving/despatching goods may include:	correct type number condition quality packaging labelling dangerous goods declarations and marking (where applicable)
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and

	materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	poorly stacked pallets
	faulty equipment
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	drivers and agents
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise

transfers, stock requisitions and bar codes
codes of practice and regulations relevant to
the receiving of goods

Australian and international regulations and
codes of practice for the handling and
transport of dangerous goods and hazardous
substances

operations manuals, job specifications and
induction documentation

manufacturers specifications for equipment
workplace procedures and policies

supplier and/or client instructions

dangerous goods declarations and material
safety data sheets (where applicable)

award, enterprise bargaining agreement,
other industrial arrangements

relevant Australian standards and
certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations for the
receiving of goods

Australian and international regulations and
codes of practice for the handling and
transport of dangerous goods and hazardous
substances, including:

Australian and International Dangerous
Goods Codes

Australian Marine Orders and the
International Maritime Dangerous Goods
Code

IATA Dangerous Goods by Air Regulations

Australian and international explosives codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA1707C Apply product knowledge to organise work operations

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the organisation of work operations in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and categorise products	1.1 Products are identified and categorised in terms of specified criteria in accordance with workplace procedures
2 Match products to locations based on specified criteria	2.1 Locations for products are determined based on specified criteria 2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements
3 Assist individuals to solve stock identification and location problems	3.1 New stock items are identified and particular product information is brought to the attention of relevant personnel 3.2 Stock queries are predicted and team members assisted to locate and assimilate information relevant to these products 3.3 Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel 3.4 Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills
4 Identify appropriate transfer and handling requirements	4.1 Resources used to transfer different products through the storage zones are identified and evaluated 4.2 Work in receipt and despatch areas is supported by identification and reporting of variances 4.3 Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems 4.4 Relevant documentation is completed in accordance with workplace procedures

5 Contribute to continuous improvement

- 5.1 Knowledge of customer requirements is used to determine work design
- 5.2 Potential problems are predicted and notified to appropriate personnel
- 5.3 Opportunities for improvements to own work organisation are identified

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the workplace activities

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations

Focus of operation of work systems, equipment, management and site operating systems

Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each

Product sources, destinations and potential problems

Re-ordering procedures and just-in-time planning principles

Requirements for workplace documentation, inventory systems and records

Sources of product information

Strategies to seek out sources of knowledge of products and use this information to inform work

Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods

Documentation requirements including reports and records concerning damaged or contaminated goods

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when organising workplace activities

Access, read and interpret product information, policies and regulatory requirements relevant to workplace operations

Complete documentation related to the organisation of work activities

Work collaboratively with others when organising workplace activities

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when organising workplace activities in accordance with regulatory requirements and workplace procedures

Use information on products/stock to determine, plan and organise processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in products and services in accordance with standard operating procedures

Organise and monitor the use of personal protective equipment conforming to industry and OH&S standards

Select and use relevant communication, computing and office equipment when organising workplace activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace activities being organised may include but are not limited to:	receival storage goods/stock movement despatch stock levels re-ordering processes
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Modes of transfer may be:	manual or motorised
Storage types may include but are not limited to:	bin/binning systems rack refrigeration/freezers/cold rooms marked floor space containers racks and racking systems block/stacks pallets
Inventory systems may be:	automated manual

	paper-based
	computerised
	microfiche
Categories or groups of products/stock may include:	small parts
	perishable goods
	overseas export
	dangerous goods
	refrigerated products
	temperature controlled stock
	fragile goods
The characteristics of products/stock may include:	small parts
	toxicity
	flammability
	form
	weight
	size
	state
	perishability
	fragility
	security risk
Labelling systems may include but are not limited to:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets

	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Information/documents may include:	goods identification numbers and codes
	manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number
	codes of practice and regulations relevant to workplace operations

Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances

operations manuals, job specifications and induction documentation

manufacturers specifications for equipment

workplace procedures and policies

supplier and/or client instructions

dangerous goods declarations and material safety data sheets (where applicable)

award, enterprise bargaining agreement, other industrial arrangements

relevant Australian standards and certification requirements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations for the packaging of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA2007C Replenish stock

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to replenish stock in accordance with workplace requirements including participating in stock rotation activities, interpreting and filling replenishment requests, and completing all required stock replenishment tasks.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the replenishment of stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements to replenish stock as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Participate in stock rotation activities	<ul style="list-style-type: none">1.1 Stock levels are counted against appropriate documentation1.2 Stock levels are recorded and reported1.3 Stocks are replenished, adjusted or rotated following workplace procedures1.4 Stock re-ordering processes are activated when appropriate1.5 Routine and non-routine problems with products or storage systems are reported following workplace procedures
2 Interpret and fill replenishment request	<ul style="list-style-type: none">2.1 Order request documentation is interpreted2.2 Product(s) in order noted and workplace location(s) are identified2.3 Workplace and product knowledge is used to plan sequence of work2.4 Appropriate materials handling equipment is selected in accordance with workplace procedures and timeframes and OH&S regulations2.5 Required schedules for order movement and despatch or storage are identified
3 Complete stock replenishment	<ul style="list-style-type: none">3.1 Products are sorted, assembled and consolidated in the appropriate storage areas3.2 Work is checked in accordance with company procedures3.3 Documentation and records are completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the replenishment of stock

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the replenishment of stock

Focus of operation of work systems, equipment, management and site operating systems for the replenishment of stock

Principles of operation and functions of stock control systems

Computer records and documentation requirements for the replenishment of stock

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when replenishing stock

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the replenishment of stock

Complete documentation related to the replenishment of stock

Work collaboratively with others when replenishing stock

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when replenishing stock in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or

damage to goods or equipment

Operate and adapt to differences in stock and equipment in accordance with standard operating procedures

Select and use relevant communications, computing and office equipment when replenishing stock

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	automated manual paper-based computerised microfiche
Categories or groups of products/stock may include:	small parts perishable goods overseas export dangerous goods refrigerated products temperature controlled stock fragile goods
The characteristics of products/stock may include:	small parts toxicity flammability form weight

	size
	state
	perishability
	fragility
	security risk
Labelling systems may include:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures

Personal protective equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radioshigh visibility clothing
Consultative processes may involve:	<ul style="list-style-type: none">other employees and supervisorssuppliers, customers and clientsrelevant authorities and institutionsmanagement and union representativesindustrial relations and OH&S specialistsother maintenance, professional or technical staff
Information/documents may include:	<ul style="list-style-type: none">goods identification numbers and codesmanifests, picking slips, merchandise transfers, stock requisitions and bar codescodes of practice and regulations relevant to the identification, handling and stacking of goodsAustralian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesoperations manuals, job specifications and induction documentationmanufacturers specifications for equipmentworkplace procedures and policiessupplier and/or client instructionsdangerous goods declarations and material safety data sheets (where applicable)award, enterprise bargaining agreement, other industrial arrangementsrelevant Australian standards and certification requirementsquality assurance proceduresemergency procedures
Applicable regulations and legislation may	<ul style="list-style-type: none">relevant codes and regulations for the

include:

packaging of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA207C Maintain container/cargo records

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements, including processing container and/or cargo documentation; maintaining records of container/cargo movements; monitoring container/cargo, including reefer units, and maintaining records.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of container/cargo records. Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of container/cargo records as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Process container/cargo documentation	<ul style="list-style-type: none">1.1 Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements1.2 Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements
2 Maintain records of container/cargo movements	<ul style="list-style-type: none">2.1 Container/cargo records are updated each time containers/cargo are moved within the yard2.2 Containers/cargo are checked using markings to ensure correct identification when updating records
3 Monitor container/cargo and maintain records	<ul style="list-style-type: none">3.1 Containers/cargo are monitored on a daily basis and the specified information recorded3.2 Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area3.3 Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log diary in accordance with workplace procedures3.4 Movement of containers/cargo is monitored on a daily basis and the information recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records including the Australian and International Dangerous Goods Codes

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the maintenance of container and cargo records

Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container and cargo records

Problems that may occur when maintaining container and cargo records and appropriate action that can be taken to resolve the problems

Relevant handling and safety codes

Site layout and location of reefer units

The marking and numbering systems for cargo

Relevant bond, quarantine or other legislative requirements

Required skills:

Communicate effectively with others when maintaining container and cargo records

Receive, acknowledge and send messages with available communications equipment

Read and interpret instructions, procedures, information and labels relevant to the maintenance of container and cargo records

Interpret and follow operational instructions and prioritise work when maintaining container and cargo records

Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels

Work collaboratively with others when maintaining container and cargo records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems when maintaining container and cargo records in accordance with regulatory requirements and workplace procedures

Estimate size, shape and special requirements of loads

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Containers/cargo may include:	goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods
Information recorded during daily monitoring of reefers may include:	temperatures water meter readings any faults in the operation of the reefer
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Personnel in work area may include:	workplace personnel site visitors contractors official representatives
Communication in the work area may include:	phone fax email electronic data transfer (EDI) RF systems radio

	oral, aural or signed communications
Personal protective equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radiosprotective clothinghigh visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">company proceduresenterprise proceduresorganisational proceduresestablished procedures
Information/documents may include:	<ul style="list-style-type: none">goods identification numbers and codesmanifests, bar codes, and container identification/serial numberAustralian and international codes of practice and regulations relevant to the maintenance of container/cargo recordsAustralian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesoperations manuals, job specifications and induction documentationmanufacturers specifications for equipmentworkplace procedures and policiessupplier and/or client instructionsdangerous goods declarations and material safety data sheets (where applicable)award, enterprise bargaining agreement, other industrial arrangementsrelevant Australian standards and certification requirementsquality assurance proceduresemergency procedures
Applicable regulations and legislation may include:	<ul style="list-style-type: none">relevant codes and regulations for the maintenance of container/cargo records

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

licence, patent or copyright arrangements
water and road use and licence arrangements
export/import/quarantine/bond requirements
marine orders

relevant Australian standards and certification requirements

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA2207C Participate in stocktakes

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to participate in stocktakes in accordance with workplace requirements including preparing for stocktakes, conducting stocktakes, counting stock, identifying stock discrepancies, and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the conduct of a stocktake.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when participating in stocktakes as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for stocktake	<ul style="list-style-type: none">1.1 Goods to be counted and appropriate inventory systems are identified1.2 Required resources including equipment and record keeping systems are identified1.3 Allocated tasks, zones and work requirements are identified1.4 Sequence work role is planned in a time effective manner
2 Stocktake and count stock	<ul style="list-style-type: none">2.1 Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures2.2 Inventory data is interpreted2.3 Inventory data is confirmed to match stock2.4 Stock levels are accurately counted and documented
3 Identify stock discrepancies	<ul style="list-style-type: none">3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented3.2 Products stored in inappropriate storage locations are relocated and stock records adjusted
4 Complete documentation	<ul style="list-style-type: none">4.1 Inventory data is reconciled to match warehouse stock in accordance with company procedures4.2 Workplace documentation is completed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the conduct of stocktakes

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the conduct of stocktakes

Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes

Workplace processes for records management and the production of stocktake reports

Principles of operation and functions of stocktake systems

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when conducting stocktakes

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the conduct of stocktakes

Complete documentation related to the conduct of stocktakes

Work collaboratively with others when conducting stocktakes

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when conducting stocktakes in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and

environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant communication, computing and office equipment when conducting stocktakes

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	automated manual paper based computerised microfiche
Categories or groups of products/stock may include:	small parts perishable goods overseas export dangerous goods refrigerated products temperature controlled stock fragile goods
The characteristics of products/stock may include:	small parts toxicity flammability form weight

	size
	state
	perishability
	fragility
	security risk
Labelling systems may include:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures

Personal protective equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radioshigh visibility clothing
Consultative processes may involve:	<ul style="list-style-type: none">other employees and supervisorssuppliers, customers and clientsrelevant authorities and institutionsmanagement and union representativesindustrial relations and OH&S specialistsother maintenance, professional or technical staff
Information/documents may include:	<ul style="list-style-type: none">goods identification numbers and codesmanifests, picking slips, merchandise transfers, stock requisitions and bar codescodes of practice and regulations relevant to the identification, handling and stacking of goodsAustralian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesoperations manuals, job specifications and induction documentationmanufacturers specifications for equipmentworkplace procedures and policiessupplier and/or client instructionsdangerous goods declarations and material safety data sheets (where applicable)award, enterprise bargaining agreement, other industrial arrangementsrelevant Australian standards and certification requirementsquality assurance proceduresemergency procedures
Applicable regulations and legislation may	relevant codes and regulations for the

include:

packaging of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA2307C Coordinate stocktakes

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate stocktakes in accordance with workplace requirements including planning stocktakes, coordinating stocktake activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements when coordinating stocktakes.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when coordinating stocktakes as part of work activities in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan stocktake	<ul style="list-style-type: none">1.1 Goods to be counted and appropriate inventory systems are identified1.2 Required resources including equipment, record keeping systems and personnel are identified1.3 Members of the team are instructed and assisted1.4 Team members are allocated to particular tasks and zones and given clear directions for work requirements1.5 Sequence and operations of the stocktake are planned in a time effective manner
2 Coordinate stocktake	<ul style="list-style-type: none">2.1 Stocktaking and cyclical counts are coordinated in accordance with workplace policies and procedures2.2 Inventory data is interpreted2.3 Inventory data is confirmed to match stock2.4 Stock levels are accurately counted and documented
3 Identify stock discrepancies	<ul style="list-style-type: none">3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented3.2 Possible reasons for discrepancies are identified3.3 Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with workplace procedures
4 Adjust documentation	<ul style="list-style-type: none">4.1 Inventory data is reconciled to match warehouse stock in accordance with regulations, workplace practices, policies and procedures4.2 Information is reconciled with audit requirements4.3 Workplace documentation is completed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the coordination of stocktakes

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the coordination of stocktakes

Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes

Workplace processes for records management and the production of stocktake reports

Principles and functions of stocktakes

Problems that may occur when coordinating a stocktake and appropriate action that can be taken

Computer records and documentation requirements for the coordination of stocktakes

Housekeeping standards procedures required in the workplace

Site layout

Required skills:

Communicate effectively with others when coordinating stocktakes

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the coordination of stocktakes

Complete documentation related to the coordination of stocktakes

Work collaboratively with others when coordinating stocktakes

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when coordinating stocktakes in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in stock and equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Select and use relevant communications, computing and office equipment when coordinating stocktakes

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Equipment used in stocktaking may include:	calculators scanners hand-held computers
Inventory systems may be:	automated manual paper-based computerised microfiche
Categories or groups of products/stock may include:	small parts perishable goods overseas export dangerous goods refrigerated products temperature controlled stock fragile goods
The characteristics of products/stock may include:	small parts toxicity flammability form weight

	size
	state
	perishability
	fragility
	security risk
Labelling systems may include:	batch code
	bar code
	identification numbering systems
	serial numbers
	symbols for safe handling
	ADG and HAZCHEM Codes
Hazards in the work area may include:	chemicals
	dangerous or hazardous substances
	movements of equipment, goods and materials
	oil or water on floor
	a fire or explosion
	damaged packaging or pallets
	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures

Personal protective equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radioshigh visibility clothing
Consultative processes may involve:	<ul style="list-style-type: none">other employees and supervisorssuppliers, customers and clientsrelevant authorities and institutionsmanagement and union representativesindustrial relations and OH&S specialistsother maintenance, professional or technical staff
Information/documents may include:	<ul style="list-style-type: none">goods identification numbers and codesmanifests, picking slips, merchandise transfers, stock requisitions and bar codescodes of practice and regulations relevant to the identification, handling and stacking of goodsAustralian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesoperations manuals, job specifications and induction documentationmanufacturers specifications for equipmentworkplace procedures and policiessupplier and/or client instructionsdangerous goods declarations and material safety data sheets (where applicable)award, enterprise bargaining agreement, other industrial arrangementsrelevant Australian standards and certification requirementsquality assurance proceduresemergency procedures
Applicable regulations and legislation may	<ul style="list-style-type: none">relevant codes and regulations for the

include:

packaging of goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA2507D Regulate temperature controlled stock

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with workplace requirements including identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying any identified problems in accordance with workplace procedures.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the regulation of temperature controlled stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the regulation of temperature controlled stock in the warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify goods requiring temperature control	<ul style="list-style-type: none">1.1 Goods requiring temperature control are identified1.2 Temperature for short- term and long-term storage is selected to match product type1.3 Upper and lower limits for temperature control are identified1.4 Storage separations and co-storage applications are identified for products
2 Monitor temperature	<ul style="list-style-type: none">2.1 Appropriate methods for determining temperature of goods are identified2.2 Storage areas are monitored for temperatures within range for products2.3 Products are monitored to ensure compliance with temperature storage requirements2.4 Short-term storage times are identified for transit goods
3 Identify and rectify problems	<ul style="list-style-type: none">3.1 Implications of incorrect temperature are identified3.2 Damaged goods are identified and appropriate action is undertaken in accordance with enterprise procedures3.3 Causes of out-of-temperature range are identified3.4 Appropriate personnel are notified for problem rectification3.5 Goods handling procedures for maintenance of temperature control are identified and implemented

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes and regulations relevant to the regulation of temperature controlled stock

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the regulation of temperature controlled stock

Focus of operation of work systems, equipment, management and site operating systems for the regulation of temperature controlled stock

Special handling, stacking and storage requirements for temperature controlled stock

Procedures for pre-cooling and snap freezing

Problems that can occur when regulating temperature controlled stock and appropriate action that can be taken

Hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved

Documentation requirements including reports and records concerning damaged or contaminated goods

Housekeeping standards procedures required in the workplace

Site layout

Required skills:

Communicate effectively with others when regulating temperature controlled stock

Read and comprehend simple statements in English

Read and interpret instructions, procedures and labels relevant to the regulation of temperature controlled stock

Complete documentation related to the regulation of temperature controlled stock

Operate electronic communication equipment to required protocol

Work collaboratively with others when regulating temperature controlled stock

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions when regulating temperature controlled stock in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events when regulating temperature controlled stock

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in stock and equipment in accordance with standard operating procedures

Select and use relevant equipment, processes and procedures

Check refrigeration equipment operation in terms of maintenance schedule and standard operating procedures

Select and implement corrective actions to maintain temperature levels

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites short -term and/or long-term temperature controlled areas
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Procedures for pre-cooling and snap freezing may include:	automated spraying with liquid nitrogen immersion in a very cold refrigerant freezing in moving air at less than -30oC plate freezer with very low refrigerant temperatures
Hazards in the work area may include:	contamination of, or from, materials being handled noise, light, energy sources service lines spills, leakages, ruptures cold pipes and chilling equipment dangerous or hazardous substances movements of equipment, goods and materials dust/vapours oil, water or ice on floor a fire or explosion damaged packaging or pallets

	debris on floor
	faulty racking
	poorly stacked pallets
	faulty equipment
Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Requirements for work may include:	site restrictions and procedures
	use of safety and personal protective equipment
	communications equipment
	specialised lifting and/or handling equipment
	incident/accident breakdown procedures
	additional gear and equipment
	noise restrictions
	hours of operations
	authorities and permits
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	radio
	RF systems
	oral, aural or signed communications
Consultative processes may involve:	other employees and supervisors
	suppliers, customers and clients
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves and protective clothing
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the regulation of temperature controlled goods
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA3007C Organise cargo for export

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to organise the export of cargo including confirming correct preparation of the consignment, organising the loading of the cargo and processing the documentation.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the export of cargo.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine freight forwarding principles and procedures to organise cargo for export.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Confirm correct preparation of consignment	<ul style="list-style-type: none">1.1 Consignment is checked to ensure that cargo is consistent with packing specification and is suitable for the type and method of transport1.2 Consignment is checked to ensure that labelling and marking of cargo conforms with domestic and international regulations and workplace requirements and that the packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport1.3 Cargo is checked for dangerous goods or explosives and it is confirmed that, where applicable, packaging and labelling conform with the Australian and International Dangerous Goods or Explosives Codes1.4 Discrepancies in the composition or preparation of the cargo are noted and action is undertaken in accordance with workplace procedures
2 Organise the loading of cargo	<ul style="list-style-type: none">2.1 Handling methods and equipment are selected which are suitable for the goods and transport method2.2 Goods transfer methods between modes of transport are selected where appropriate2.3 Procedures for the loading of cargo are organised in accordance with good practice requirements2.4 Established industry practice is followed in the organisation of the loading of cargo2.5 Employees, equipment and temporary storage areas (if required) are allocated and supervised2.6 Individuals are informed of work requirements, timelines and relevant personal protective equipment2.7 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and within OH&S

requirements

3 Process documentation

- 3.1 All relevant documentation is consolidated and checked for completion
- 3.2 Dangerous goods declaration is obtained from consignor (if necessary)
- 3.3 Discrepancies in documentation are identified and action is undertaken in accordance with workplace procedures
- 3.4 Documents are filed/stored/forwarded in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Codes of practice and legislative requirements including local and international regulations relevant to the export of cargo

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

Relevant OH&S and environmental procedures and regulations

Interpretation of client requirements

Procedures for the identification and evaluation of information needed to organise the export of cargo

Procedures for the calculation of weights, volumes and dimensions

Procedures for the reviewing of transport options and availability of carriers

Procedures for liaising with Australian and international contacts

Procedures for batching, dating and numbering

Procedures for the completion of consignment documentation

Problems that may occur when organising the export of cargo and appropriate action that can be taken

Contacts and sources of information/documentation needed when organising the export of cargo

Customer service policies and procedures

Required skills:

Communicate effectively with others when organising the export of cargo

Read and interpret instructions, procedures, information, labels and other documents relevant to the organisation of the export of cargo

Complete documentation related to the organisation of the export of cargo

Work collaboratively with others when organising the export of cargo

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when organising the export of cargo in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may arise when organising the export of cargo

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in cargo and systems in accordance with standard operating procedures

Select and use relevant communications equipment when organising the export of cargo

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation of the cargo for export may include:	movement of equipment, goods, materials and vehicular traffic
Customers may be:	internal or external
Operations may be conducted:	by day or night
Cargo to be exported may include:	dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form
Forms of documentation for the export of cargo may include:	packing specifications and lists manifests invoices
Transport modes may include:	air, sea or combinations
Requirements for work may include:	site restrictions and procedures use of safety and personal protective equipment communications equipment specialised lifting and/or handling equipment incident/accident breakdown procedures authorities and permits hours of operations noise restrictions additional gear and equipment
Hazards may include:	hazardous or dangerous materials contamination of, or from, materials being handled noise, light, energy sources stationary and moving machinery, parts or components dust/vapours spills, leakages, ruptures

	service lines
Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Established industry practice when planning procedures for the loading of cargo includes:	<p>available space is used efficiently</p> <p>goods are packed for ease of inspection and to meet delivery and customer requirements</p> <p>goods are secured ensuring no damage to contents</p> <p>weight and volume of consolidated cargo conforms to specifications</p> <p>dangerous goods are labelled in accordance with Australian and International Dangerous Goods Codes</p> <p>dangerous goods are packaged and labelled in accordance with their class and subsidiary risk</p>
Consultative processes may involve:	<p>other employees and supervisors</p> <p>suppliers, potential customers and clients</p> <p>relevant authorities and institutions</p> <p>management and union representatives</p> <p>industrial relations and OH&S specialists</p> <p>other maintenance, professional or technical staff</p>
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<p>company procedures</p> <p>enterprise procedures</p> <p>organisational procedures</p> <p>established procedures</p>
Information/documentation may include:	<p>Australian and international codes of practice and regulations relevant to export of cargo</p> <p>Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</p> <p>operations manuals, job specifications and</p>

procedures and induction documentation
Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
workplace operating procedures and policies
supplier and/or client instructions
Australian and international standards, criteria and certification requirements
communications technology equipment, oral, aural or signed communications
quality assurance procedures
emergency procedures
relevant competency standards and training materials

Applicable procedures and codes may include:

relevant codes and regulations for the export of cargo

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

relevant international and Australian state/territory road rules and transport regulations

relevant Australian and international standards and certification requirements

international transport regulations, codes and procedures

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA3107C Consolidate freight

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to consolidate freight including assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and the related preparation of consignment documentation.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to efficiently and effectively combine and consolidate freight prior to shipment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess scope to consolidate freight	<ul style="list-style-type: none">1.1 Capacity and capability of different transport modes available to the organisation are assessed against proposed task1.2 Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight1.3 Information is analysed to determine where opportunities for freight consolidation exist1.4 Packaging requirements for consolidated cargo conform to regulatory requirements1.5 Procedures for the loading of cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code1.6 Volumes and dimensions of proposed consolidation are calculated1.7 Proposed consolidation is matched against operational capacity and capability of carrier
2 Prepare consignment documentation	<ul style="list-style-type: none">2.1 Consignment documentation is prepared for consolidated cargo2.2 Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations, ADG Code and workplace requirements2.3 Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration, where applicable2.4 Freight is consolidated taking into account segregation requirements for dangerous goods, if applicable

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant codes of practice and legislative requirements including local and international freight regulations

Relevant OH&S and environmental procedures and regulations

Procedures for the calculation of volumes and dimensions

Procedures for the identification and evaluation of information needed to facilitate the consolidation of freight

Procedures for planning the loading of freight

Procedures for the completion of consignment documentation

Problems that may occur when consolidating freight and appropriate action that can be taken

Sources of information and documentation needed when consolidating freight

Customer service policies and procedures

Required skills:

Communicate effectively with others when consolidating freight

Read and interpret instructions, procedures, information and labels relevant to the consolidation of freight

Complete documentation related to the consolidation of freight

Operate electronic communication equipment to required protocol

Work collaboratively with others when consolidating freight

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur during the consolidation of freight in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may occur during the consolidation of freight

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in freight and equipment in accordance with standard operating procedures

Select and use required computer and communication equipment when consolidating freight

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Consolidation of freight may include:	<ul style="list-style-type: none">mixed products from multiple areas for shipment to a single customerthe consolidation of smaller shipments
Requirements for work may include:	<ul style="list-style-type: none">freight forwarding protocols and procedurescommunications equipmentworkplace operationsauthorities and permitshours of operationrelevant regulations
Information needed to facilitate the consolidation of freight may include:	<ul style="list-style-type: none">type, capacity and compatibility of cargoagreed delivery times and routing schedulespick-up and drop-off pointsspecified carrier/mode of transportagreed cost structure
Established industry practice when planning procedures for the loading of cargo includes:	<ul style="list-style-type: none">available space is used efficientlygoods are packed for ease of inspection and to meet delivery and customer requirementsgoods are secured ensuring no damage to contentsweight and volume of consolidated cargo conforms to specifications
Consultative processes may involve:	<ul style="list-style-type: none">other employees and supervisorsinternational and domestic agents, suppliers, clientsrelevant authorities and institutionsmanagementOH&S specialistsother professional or technical staff
Depending on the type of organisation	<ul style="list-style-type: none">company procedures

concerned and the local terminology used, workplace procedures may include:

enterprise procedures
organisational procedures
established procedures

Information/documentation may include:

Australian and international codes of practice and regulations relevant to consolidation of freight

operations manuals, job specifications and procedures and induction documentation

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

competency standards and training materials

manufacturers/client specifications, instructions

workplace operating procedures and policies

supplier and/or client instructions

Australian and international standards, criteria and certification requirements

communications technology equipment, oral, aural or signed communications

emergency procedures

quality assurance procedures

Applicable procedures and codes may include:

relevant regulations for the import and export of cargo

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

Australian and international standards and
certification requirements
international transport regulations, codes and
procedures
relevant state/territory OH&S legislation
relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA3207C Organise transport of freight or goods

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to organise the transport of freight or goods, including planning the transport operations, organising the transport of the freight, completing the required documentation and finalising the organisational process.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the transport of freight or goods.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the transport of freight or goods prior to shipment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan transport operations	<ul style="list-style-type: none">1.1 Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process1.2 Domestic and international regulations, codes and procedures for the transport of freight are identified1.3 Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task1.4 Work processes are planned to meet agreed timelines1.5 Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time1.6 Multiple transport modes are identified where applicable1.7 Goods transfer methods between modes of transport are selected where appropriate
2 Organise the transport of freight	<ul style="list-style-type: none">2.1 Employees, equipment and temporary storage areas (if required) are allocated and supervised2.2 Freight is secured ensuring no damage to contents2.3 Handling methods suitable to the goods and transport method are selected2.4 Individuals are informed of work requirements and timelines2.5 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OH&S requirements2.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures

3 Complete organisational process

- 3.1 Monitoring processes to track the movement of freight are implemented
- 3.2 Reporting requirements are communicated to appropriate personnel
- 3.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Codes of practice and legislative requirements relevant to the organisation of the transport of freight and goods

Relevant OH&S and environmental procedures and regulations

Procedures for the calculation/estimation of weight, volumes and dimensions

Procedures for the identification and evaluation of information needed to facilitate the transport of freight

Procedures for assessing storage and transport requirements and options

Procedures for electing transport/storage equipment and systems

Procedures for organising any required permits

Procedures for coordinating the transfer and storage of goods including multi-modal transport

Procedures for the completion of transport documentation

Problems that may occur when organising the transport of freight and goods and appropriate action that can be taken

Sources of information and documentation needed when organising the transport of freight and goods

Customer service policies and procedures

Required skills:

Communicate effectively with others when organising the transport of freight and goods

Read and interpret instructions, procedures and labels relevant to the organisation of the transport of freight and goods

Interpret and follow operational instructions and prioritise work

Complete documentation related to the organisation of the transport of freight and goods

Work collaboratively with others when organising the transport of freight and goods

Establish effective working relationships with colleagues and clients

Plan own work including prioritisation of work activities, predicting consequences and identifying improvements

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise during the organisation of the transport of freight and goods in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use communication, computers and systems required for the organisation of the transport of freight and goods

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation of the transport of freight/goods may include movement of:	goods equipment materials vehicular traffic
Customers may be:	internal or external
Operations may be conducted:	by day or night
Freight/goods to be transported may include:	dangerous, hazardous, perishable, fragile, packaged goods in liquid or solid form
Storage areas may be:	existing, temporary or permanent
Transport modes may include:	road, air, rail, sea or combinations
Information needed to facilitate the organisation of the transport of freight/goods may include:	type, capacity and compatibility of freight/goods agreed delivery times and routing schedules pick-up and drop-off points specified mode of transport agreed cost structure
Requirements for work may include:	site restrictions and procedures use of safety and personal protective equipment communications equipment specialised lifting and/or handling equipment incident/accident breakdown procedures authorities and permits hours of operations noise restrictions additional gear and equipment Australian standards and guidelines for

	manual handling
Hazards may include:	<p>hazardous or dangerous materials</p> <p>contamination of, or from, materials being handled</p> <p>noise, light, energy sources</p> <p>stationary and moving machinery, parts or components</p> <p>dust/vapours</p> <p>spills, leakages, ruptures</p> <p>service lines</p>
Consultative processes may involve:	<p>other employees and supervisors</p> <p>suppliers, potential customers and clients</p> <p>relevant authorities and institutions</p> <p>management and union representatives</p> <p>industrial relations and OH&S specialists</p> <p>other maintenance, professional or technical staff</p>
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<p>company procedures</p> <p>enterprise procedures</p> <p>organisational procedures</p> <p>established procedures</p>
Information/documents may include:	<p>Australian and international codes of practice and regulations relevant to the transport of freight</p> <p>operations manuals, job specifications and procedures and induction documentation</p> <p>Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</p> <p>competency standards and training materials</p> <p>manufacturers/client specifications, instructions</p> <p>workplace operating procedures and policies</p> <p>supplier and/or client instructions</p> <p>Australian and International standards,</p>

Applicable procedures and codes may include:

criteria and certification requirements
communications technology equipment, oral, aural or signed communications
quality assurance procedures
emergency procedures

relevant regulations for the import and export of cargo

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

Australian and international standards and certification requirements

international transport regulations, codes and procedures

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA3307C Organise international transport of freight

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to organise the international transport of freight, including confirming customer requirements, organising freight arrangements and communicating with shipping agents and authorities.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the international transport of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the international transport of freight.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Confirm customer requirements	<ul style="list-style-type: none">1.1 Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed1.2 Customer priorities for the shipment are confirmed1.3 Decisions on possible routes, taking into account known variables, are undertaken
2 Organise freight arrangements	<ul style="list-style-type: none">2.1 International regulations, codes of practice for the transport of freight are confirmed2.2 Work processes are planned to meet agreed timelines2.3 Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times2.4 Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment2.5 Arrangements are made to consolidate freight, where appropriate2.6 Freight carrier(s) booking(s) are confirmed2.7 Transport of freight to selected international carrier is organised
3 Communicate with shipping agents and authorities	<ul style="list-style-type: none">3.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities3.2 Confirmation of despatch of freight from international carrier is obtained3.3 Arrival of cargo at port of entry is confirmed3.4 Acceptance of freight documentation is confirmed

- 3.5 Payments are authorised
- 3.6 Cargo is on-forwarded from point of entry, where required
- 3.7 Customer is advised that freight has been forwarded to point of destination

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant codes of practice and legislative requirements including local and international freight regulations

Relevant OH&S and environmental procedures and regulations

Procedures for the interpretation of client requirements

Procedures for the identification and evaluation of information needed to organise the international transport of freight

Procedures for calculating volumes and dimensions

Procedures for reviewing transport options and availability of carriers

Procedures for liaising with Australian and international contacts using appropriate technology

Procedures for completing consignment documentation

Problems that may occur when organising the international transport of freight and appropriate action that can be taken

Contacts and sources of information/documentation needed when organising the international transport of freight

Customer service policies and procedures

Required skills:

Communicate effectively with others when organising the international transport of freight

Read and interpret instructions, procedures and labels relevant to the international transport of freight

Complete documentation related to the organisation of the international transport of freight

Work collaboratively with others when organising the international transport of freight

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when organising the international transport of freight in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Use relevant communication and computer equipment and systems when organising the international transport of freight

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational activities may cover movement of:

- equipment
- goods
- materials
- various forms of freight transport

Requirements for work may include:

- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Information needed to organise the international transport of freight may include:

- type, capacity and compatibility of cargo
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified carrier/mode of transport
- agreed cost structure

Forms of transport may include:

- road
- rail
- sea
- air
- local courier

Consultative processes may involve:

- international and domestic agents, suppliers and clients
- relevant authorities and institutions
- other employees and supervisors
- management
- OH&S specialists
- other professional or technical staff

Communications systems may involve:

- telephone

	fax
	email
	electronic data transfer of information
	mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	Australian and international codes of practice and regulations relevant to the international transport of freight
	operations manuals, job specifications and procedures and induction documentation
	Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
	workplace operating procedures and policies
	supplier and/or client instructions
	Australian and International standards, criteria and certification requirements
	communications technology equipment, oral, aural or signed communications
	quality assurance procedures
	emergency procedures
	relevant competency standards and training materials
Applicable procedures and codes may include:	regulations and codes of practice for the international transport of freight
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
	Australian and international dangerous goods codes
	Australian Marine Orders and the International Maritime Dangerous Goods Code
	IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

relevant regulations for the import and export of cargo

Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA507C Check and evaluate records and documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analysing and evaluating records.

Application of the Unit

Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning the documentation requirements for the local and international transport of cargo and containers.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the checking and evaluation of documentation for the local and international transport of cargo and containers as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check documentation	<ul style="list-style-type: none">1.1 Documentation is checked to ensure its compliance with regulatory and workplace requirements1.2 Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines1.3 Use of systems for the maintenance of records complies with regulatory and workplace requirements
2 Analyse and evaluate records	<ul style="list-style-type: none">2.1 Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipment2.2 Advice is provided to appropriate personnel when problems are identified2.3 Security of records and documentation is maintained at all times with access being granted to authorised personnel in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Australian and International Dangerous Goods Codes

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers

Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation

Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems

Types of cargo, containers and transport modes and the documentation requirements for each

Site layout, loading/unloading plans and sequence sheets

The marking and numbering systems for cargo

Relevant bond, quarantine or other legislative requirements

Required skills:

Communicate effectively with others when checking and evaluating transport documentation

Read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation

Receive, acknowledge and send messages with available communications equipment

Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels

Work collaboratively with others when checking and evaluating transport documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions when checking and evaluating transport documentation in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments office environments
Cargo/freight may include:	goods with specialist requirements, including temperature controlled goods and dangerous goods
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Personnel in work area may include:	workplace personnel site visitors contractors official representatives
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios protective clothing high visibility clothing
Communication in the work area may include:	phone fax

	email
	electronic data transfer (EDI)
	RF systems
	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	goods identification numbers and codes
	manifests, bar codes, and container identification/serial number
	Australian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
	operations manuals, job specifications and induction documentation
	manufacturers specifications for equipment
	workplace procedures and policies
	supplier and/or client instructions
	dangerous goods declarations and material safety data sheets (where applicable)
	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of

cargo and containers

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant Australian standards and certification requirements

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

TLIA807C Transfer cargo

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalising the transfer, and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the transfer of cargo/freight.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for load transfer	<ul style="list-style-type: none">1.1 Load characteristics are identified to determine any special handling or equipment requirements1.2 Location of load in yard and following transfer method is determined1.3 Pathway for load transfer is established consistent with workplace procedures noting obstacles and any particular safety precautions1.4 Working area is prepared in accordance with the national standards, safety codes, and site operating procedures1.5 Personal protective equipment and other safety equipment is assembled1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment1.7 Lifting equipment is checked to determine safe working order for the transfer1.8 Unsafe equipment is reported to appropriate personnel
2 Transfer cargo	<ul style="list-style-type: none">2.1 Cargo is steadied and secured using appropriate devices2.2 Load is lifted and shifted safely following national standards, safety codes and site operating procedures2.3 Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo
3 Complete transfer	<ul style="list-style-type: none">3.1 Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo3.2 Relevant documentation is completed including reporting of damaged cargo in accordance with workplace reporting requirements

3.3 Equipment is returned to store and work area
returned to normal working condition

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the transfer of cargo/freight including the Australian and International Dangerous Goods Codes

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the transfer of cargo and freight

Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight

Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems

Relevant handling and safety codes

Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use

Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment

The marking and numbering systems for cargo

Relevant bond, quarantine or other legislative requirements

Required skills:

Communicate effectively with others when transferring cargo and freight

Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight

Interpret and follow operational instructions and prioritise work when transferring cargo and freight

Complete documentation related to work activities when transferring cargo and freight

Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment

Work collaboratively with others when transferring cargo and freight

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may occur when transferring cargo and freight

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of load transfer equipment

Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures

Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight

Estimate the size, shape and special requirements of loads

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Cargo/freight may include:	goods with specialist requirements, including temperature controlled goods and dangerous goods
Equipment may include:	appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialised load shifting equipment which are covered by separate competency units)
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios protective clothing high visibility clothing
Communication in the work area may include:	phone fax email

	electronic data transfer (EDI)
	RF systems
	radio
	oral, aural or signed communications
Personnel in work area may include:	workplace personnel
	site visitors
	contractors
	official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	goods identification numbers and codes
	manifests, bar codes, and container identification/serial number
	Australian and international codes of practice and regulations relevant to the transfer of cargo
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
	operations manuals, job specifications and induction documentation
	manufacturers specifications for equipment
	workplace procedures and policies
	supplier and/or client instructions
	dangerous goods declarations and material safety data sheets (where applicable)
	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may	relevant codes and regulations for the

include:

transfer of cargo/freight

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

A - Handling Cargo/Stock

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLIB107C Check and assess operational capabilities of equipment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Inspect equipment and work area	<p>1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications</p> <p>1.2 Aspects of equipment/work area found to be outside manufacturers and/or workplace specifications are reported to designated persons for appropriate action</p>
2 Check equipment operational capability	<p>2.1 Equipment and components are tested after start-up in accordance with manufacturers specifications and workplace procedures</p> <p>2.2 Warning systems are all checked for operational effectiveness</p>
3 Identify and assess impact of faults on work requirements	<p>3.1 Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work</p> <p>3.2 Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification</p>
4 Record and report results of inspection and testing	<p>4.1 The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines</p> <p>4.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy</p> <p>4.3 Clear reference is made to any items which may affect the future safety of the equipment</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace procedures and policies for the checking and assessing of the operational capability of equipment

Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment

The characteristics, capabilities and limitations of the equipment

Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use

Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems

Operational safety requirements for the equipment concerned

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when checking and assessing the operational capability of equipment

Read and interpret instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to the checking and assessing of the operational capability of equipment

Work collaboratively with others when checking and assessing the operational capability of equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Purpose of equipment checking and inspection is to:	ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
Safety and operational capability checks may be performed:	on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Visual checks may include but are not limited to:	pressure over/under specification fluid leaks temperature over/under specifications cracks, surface or structural faults or other damage tightness of bolts, fixtures and fittings within specifications
Records/results of pre-operation tests may include:	details of faulty equipment or specific components action taken results of testing details of repair and maintenance work to be undertaken
Operational checks may be performed by:	operating/checking the functionality of various pieces of safety and component equipment (where applicable)

Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials a fire or explosion faulty equipment/tools
Consultative processes may involve:	workplace personnel supervisors and managers equipment manufacturers site visitors contractors official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Communication in the work area may include:	phone fax email internet RF communications barcode readers oral, aural or signed communications
Information/documents may include:	workplace procedures and policies for the checking and assessment of the equipment concerned manufacturers specifications for equipment/tools

equipment identification labels, barcodes and serial numbers

supplier and/or client instructions

relevant OH&S requirements and policies

relevant Australian standards and certification requirements

material safety data sheets where applicable

codes of practice including the National Standards for Manual Handling and the Industry Safety Code

relevant legislation, regulations and related documentation including the ADG Code

award, enterprise bargaining agreement and other industrial arrangements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

licence, patent or copyright arrangements

export/import/quarantine/bond requirements

relevant Australian standards and certification requirements

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB207C Test equipment and isolate faults

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to test equipment and isolate faults in accordance with workplace requirements, including identifying scope of the operational test; planning operational tests; checking the equipment through full operating range; and isolating faults and/or formulating recommendations for adjustment, repair or replacement in accordance with workplace procedures and relevant regulatory requirements.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of equipment and the isolation of faults.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify scope of operational check	<ul style="list-style-type: none">1.1 Physical condition of equipment is observed1.2 Test procedures and parameters are identified in accordance with workplace procedures and manufacturers specifications1.3 Preliminary observations are recorded1.4 Test procedures are discussed with appropriate staff and necessary permission obtained
2 Plan operational checks	<ul style="list-style-type: none">2.1 Specifications and notes from preliminary observations are checked and areas to be clarified are identified2.2 Sequence of tests is planned noting areas where results and observations should be recorded2.3 Safe area for testing is identified2.4 Arrangements are made for any additional resources (including staff)
3 Check unit through full operating range	<ul style="list-style-type: none">3.1 Test is undertaken observing relevant safety and operational requirements3.2 Results are recorded and findings confirmed
4 Isolate fault and/or formulate recommendations	<ul style="list-style-type: none">4.1 Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systems4.2 Report is explained to relevant workplace personnel including any options and recommendations4.3 Parts are procured and/or repairs undertaken in accordance with enterprise procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant sections of regulatory requirements applicable to the testing of equipment and the isolation of faults

Relevant OH&S and environmental procedures and regulations

Workplace procedures and policies for the testing of equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components

Focus of operation of work systems, equipment, management and site operating systems for the testing of equipment and the isolation of faults

Fault-finding techniques including identification of cost/time effective rectification procedures

Tools, meters, gauges and equipment used during the testing of equipment and the isolation of faults and the precautions and procedures that should be followed in their use

Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items

Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components

The characteristics, capabilities and limitations of the equipment

Operational safety requirements for the equipment concerned

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Documentation and record requirements

Required skills:

Communicate effectively with others when testing equipment and isolating faults

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information and signs relevant to the testing of equipment and the isolation of faults

Interpret and follow operational instructions and prioritise work

Complete documentation related to the testing of equipment and the isolation of faults

Operate electronic communication equipment to required protocol

Work collaboratively with others when testing equipment and isolating faults

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when testing equipment and isolating faults in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant meters, gauges, equipment and tools when testing equipment and isolating faults

Select and use required personal protective equipment conforming to industry and OH&S standards

Apply basic mechanical, hydraulic, electrical and electronic principles to testing and fault identification activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Tests and the isolation of faults may be performed:	on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Tests may include but are not limited to:	tests of operational performance tests as part of routine servicing identification of causes of poor or out-of-specification performance tests following servicing and/or adjustment of equipment
Records/results of tests may include:	details of faulty equipment or specific components details of action taken results of testing and associated recommendations details of repair and maintenance work to be undertaken

Hazards in the work area may include exposure to:

chemicals
dangerous or hazardous substances
movements of equipment, goods and materials
a fire or explosion
faulty equipment/tools

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Consultative processes may involve:

workplace personnel
supervisors and managers
equipment manufacturers
site visitors
contractors
official representatives

Communication in the work area may include:

phone
fax
email
internet
RF communications
barcode readers
oral, aural or signed communications

Information/documents may include:

workplace procedures and policies for the checking and assessment of the equipment concerned
manufacturers specifications for equipment/tools
equipment identification labels, barcodes and serial numbers
supplier and/or client instructions
relevant OH&S requirements and policies
relevant Australian standards and certification requirements

material safety data sheets where applicable

codes of practice including the National Standards for Manual Handling and the Industry Safety Code

relevant legislation, regulations and related documentation including the ADG Code

award, enterprise bargaining agreement and other industrial arrangements

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to the checking and operation of the equipment concerned

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB2407B Clean transportation units and facilities for passenger use

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements, including identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements.

Application of the Unit

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the cleaning of transportation units and facilities for passenger use.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to the cleaning of transportation units and facilities for passenger use as part of work activities in the transport and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and prepare for cleaning	<ul style="list-style-type: none">1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an on-going basis1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response1.4 Cleaning procedures are identified and cleaning materials and equipment are organised in accordance with workplace procedures1.5 Areas that require cleaning that breach OH&S regulations or workplace standards are cordoned off to prevent access by staff and customers
2 Clean facility or unit	<ul style="list-style-type: none">2.1 Transportation units and facilities are cleaned or detailed to workplace standards2.2 Cleaning equipment is operated in accordance with OH&S regulations, codes of practice, and workplace procedures2.3 Chemicals are used in accordance with OH&S legislation, codes of practice, policies and procedures2.4 Hazardous and general waste is removed in accordance with OH&S regulations, codes of practice and workplace procedures
3 Identify minor maintenance requirements of transportation units and facilities	<ul style="list-style-type: none">3.1 Transport units and facilities are inspected to identify maintenance requirements3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures3.3 Minor maintenance actions are reported in accordance with workplace procedures

- 3.4 Further maintenance requirements of transport units or facilities are reported in accordance with workplace procedures
- 4 **Complete the work**
 - 4.1 Cordoned off area is re-opened for use when safe for customer access
 - 4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service
 - 4.3 Stocks of cleaning equipment are monitored and replenished as required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the cleaning of transportation units and facilities for passenger use, including, where relevant, the ADG Code and relevant health and hygiene requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers

Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use

Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use

Problems that may occur when cleaning transportation units and facilities and appropriate action that can be taken to resolve the problems

Documentation and record requirements

Communication requirements when cleaning transportation units and facilities, including radio operation

Housekeeping standards procedures required in the workplace

Site layout

Required skills:

Communicate effectively with others when cleaning transportation units and facilities

Read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when cleaning transportation units and facilities

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when cleaning transportation units and facilities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and safely use relevant equipment and materials when cleaning transportation units and facilities

Select and use required personal protective equipment conforming to industry and OH&S standards

Select, mix and apply appropriate cleaning materials

Handle and store hazardous substances and materials

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	a range of work environments by day or night
Transportation units may include:	rail carriages, buses, coaches, ferries and other transport units
Cleaning equipment may include:	vacuum cleaner steam cleaners mop and bucket polisher broom hose shampoo unit hovel specialised cleaning unit remote controlled cleaning unit special containers for syringes
Reporting may include:	verbal communication written communication
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances
Facilities could include:	hard floor (internal) soft floor ceiling surfaces and fittings external surfaces hard floor (external) glass surfaces internal surfaces furniture and fittings seats

	hard surfaces (e.g. metal, tiled)
Transportation units may include:	passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning
Facilities may include:	any premises owned, leased or hired and used by the transport system's internal and external customers
Chemicals include:	all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities
Hazardous waste includes:	all materials/agents/items/objects that are identified under the relevant acts, regulations or codes
Equipment used to cordon off areas may include:	portable barriers gate closure warning lights designated tape
Personal protective equipment may include:	gloves safety headwear and footwear high visibility clothing
Consultative processes may involve:	other workplace personnel, supervisors and managers
Communication in the work area may include:	phone radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	workplace procedures and policies for the cleaning of transportation units and facilities for passenger use work instructions, inspection reports, work orders, job description, and induction

materials

manufacturers specifications for
equipment/materials

relevant OH&S and environmental
protection requirements and policies

relevant codes of practice including the
National Standards for Manual Handling, the
Industry Safety Code and the ADG Code

relevant health and hygiene legislation,
regulations and related documentation

award, enterprise bargaining agreement and
other industrial arrangements

customer service and quality assurance
procedures

emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations pertaining to
the cleaning of transportation units and
facilities for passenger use, including health
and hygiene regulations and the ADG Code

relevant state/territory OH&S legislation

relevant state/territory environmental
protection legislation

workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB2807B Maintain and use hand tools

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturers instructions, and securing and storing hand tools in accordance with workplace procedures.

Application of the Unit

Work must be carried out in accordance with workplace procedures and safeworking codes relevant to the maintenance and use of hand tools.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures to maintain and use hand tools across a variety of operational workplace contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Select and use hand tools	<p>1.1 Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions</p> <p>1.2 Appropriate personal safety protection is used to minimise the risk of personal injury</p>
2 Maintain hand tools	<p>2.1 Equipment is cleaned and maintained in accordance with manufacturers specifications and/or local instructions to ensure correct functionality of equipment</p> <p>2.2 Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality</p>
3 Secure and store hand tools	<p>3.1 Tools are transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment</p> <p>3.2 Tools are stored and secured according to manufacturers or workplace procedures to prevent damage to, and losses of, equipment</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant sections of state/territory regulations, codes of practice and safe working system requirements

Relevant OH&S and environmental procedures and regulations

Workplace procedures and policies for the use and maintenance of hand tools

Problems that can occur when using and maintaining hand tools and related action that should be taken

Materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage

Workplace documentation and records requirements

Procedures to be followed in the event of an emergency

Workplace component and material supply system

Required skills:

Communicate effectively with others when maintaining and using hand tools

Read and interpret instructions, procedures, information and signs relevant to the maintenance and use of hand tools

Interpret and follow operational instructions and prioritise work

Complete documentation related to the use and maintenance of hand tools

Operate electronic communication equipment to required protocols

Work both individually and collaboratively with others when maintaining and using hand tools

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Identify, select and efficiently and effectively use relevant hand tools and related materials

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hand tools may include:	those required for operations and maintenance
Operations may be carried out in typical rail transport situations, including:	operations conducted at day or night typical weather conditions in confined spaces, exposed conditions and controlled or open environment
Materials may include:	servicing materials such as lubricants related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.
Safety equipment may include:	high visibility clothing sunscreen and sun glasses insect repellent gloves, safety headwear, mask and footwear portable radios flags and hand lamps safety glasses and hearing protection safety devices
Environmental hazards may include:	leaking oil and fuel inappropriate disposal of fluids in drains or sewerage systems inappropriate disposal of waste and rubbish
Consultative processes may involve:	workplace personnel supervisors and managers customers/clients equipment manufacturers representatives and contractors union representatives industrial relations and OH&S specialists

	other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established or standard procedures
Contingency processes may relate to:	personal injury tool malfunctions
Operators of mechanised equipment must have:	undertaken training where appropriate, hold the relevant licence, permit or certificate be recognised as competent for the class of machinery being used
Information/records may include:	workplace operational and technical instructions and procedures for the use and care of hand tools relevant regulations including state/territory safety codes of practice and safeworking regulations maintenance checklists and records for the use and servicing of tools tool/equipment manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when using and maintaining hand tools OH&S procedures QA plans and procedures data and document control procedures relevant Australian standards and certification requirements emergency procedures award, enterprise bargaining agreement, other industrial arrangements
Applicable regulations and legislation may include:	relevant state/territory regulations, codes of practice and safeworking system requirements

the Code of Practice for the Defined
Interstate Rail Network in situations where
operations are carried out on that network
relevant state/territory OH&S legislation
relevant state/territory environmental
protection legislation
workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB2907B Use and maintain minor mechanical equipment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use and maintain minor mechanical equipment in accordance with workplace requirements, including carrying out pre-operation checks on equipment, operating mechanical equipment in accordance with workplace requirements, conducting routine maintenance, and securing and storing equipment in accordance with workplace procedures.

Application of the Unit

Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to the use and maintenance of minor mechanical equipment.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures to use and maintain minor mechanical equipment across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Carry out pre-operation checks	<ul style="list-style-type: none">1.1 Pre-operational checks are conducted to manufacturers specifications to ensure optimum functionality of equipment1.2 Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturers instructions1.3 Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use
2 Operate mechanical equipment	<ul style="list-style-type: none">2.1 Equipment is operated in accordance with manufacturers or workplace operating instructions to ensure safe and effective operation2.2 Appropriate personal safety protection is used to minimise the risk of injury to operator2.3 Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safeworking conditions2.4 Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions
3 Conduct routine maintenance	<ul style="list-style-type: none">3.1 Equipment is cleaned and maintained in accordance with manufacturers specifications to ensure optimum functionality3.2 Detailed and accurate records are maintained according to workplace procedures
4 Secure and store	<ul style="list-style-type: none">4.1 Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment4.2 Equipment is stored and secured according to manufacturers or workplace procedures to prevent damage and losses of equipment

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant sections of state and territory codes of practice and safeworking system requirements including the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network

Relevant OH&S and environmental procedures and regulations

Workplace procedures and policies for the use and maintenance of minor mechanical equipment

Problems that can occur when using and maintaining minor mechanical equipment and related action that should be taken

Tools and equipment used when using and maintaining minor mechanical equipment and the procedures and precautions for their care, use and storage

Workplace documentation and records requirements

Procedures to be followed in the event of an emergency

Workplace component and material supply system

Required skills:

Communicate effectively with others when using and maintaining minor mechanical equipment

Read and interpret instructions, procedures, information and signs relevant to using and maintaining minor mechanical equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to using and maintaining minor mechanical equipment

Operate electronic communication equipment to required protocol

Work collaboratively with others when using and maintaining minor mechanical equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise

when using and maintaining minor mechanical equipment in accordance with regulatory requirements and workplace procedures

Plan own work including predicting consequences and identifying improvements

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Identify, select and efficiently and effectively use relevant tools and equipment

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Equipment may include:	mechanical handling/lifting equipment basic hand tools small plant such as motorised borers and saws
Operations may be carried out in typical transport situations, including:	operations conducted at day or night typical weather conditions in confined spaces, exposed conditions and controlled or open environment
Materials may include:	servicing materials such as lubricants related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.
Safety equipment may include:	high visibility clothing sunscreen and sun glasses insect repellent gloves, safety headwear, mask and footwear portable radios flags and hand lamps safety glasses and hearing protection safety devices
Environmental hazards may include:	leaking oil and fuel inappropriate disposal of fluids in drains or sewerage systems inappropriate disposal of waste and rubbish
Consultative processes may involve:	workplace personnel supervisors and managers customers/clients equipment manufacturers representatives and contractors

	union representatives industrial relations and OH&S specialists other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established or standard procedures
Contingency processes may relate to:	personal injury tool malfunctions
Operators of mechanised equipment must have:	undertaken training where appropriate, hold the relevant licence, permit or certificate be recognised as competent for the class of machinery being used
Information/records may include:	workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment relevant regulations including state/territory safety codes of practice and safeworking regulations maintenance checklists and records for the use and maintenance of minor mechanical equipment tool/equipment manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when use and maintaining minor mechanical equipment OH&S procedures QA plans and procedures data and document control procedures relevant Australian standards and certification requirements emergency procedures award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

relevant state/territory regulations, codes of practice and safeworking system requirements

the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB307C Carry out vehicle servicing and maintenance

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks and maintenance and to ensure that all specified safety requirements are met, and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Maintain and service the vehicle systems	<ul style="list-style-type: none">1.1 Fluid levels are checked and adjusted following manufacturers specifications and workplace procedures1.2 Air levels are checked and adjusted following manufacturers specifications and workplace procedures1.3 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures1.4 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment1.5 OH&S procedures are followed when carrying out routine servicing and maintenance of a vehicle
2 Carry out minor repairs to a vehicle	<ul style="list-style-type: none">2.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures2.2 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturers instructions2.3 Worn brakes are identified and action taken in accordance with workplace procedures and manufacturers specifications2.4 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures
3 Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle	<ul style="list-style-type: none">3.1 Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturers specifications and workplace procedures3.2 Identified faults which create a safety hazard are reported and appropriate action is taken to remove

the vehicle from operation pending repair

4 **Complete documentation**

- 4.1 Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles

Relevant OH&S and pollution control procedures

Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and the manufacturer's requirements and established safety rules and regulations

Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions

Recognition and diagnosis of faults and vehicle irregularities

Basic principles of operation of systems on commercial vehicles, including: electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes

Basic fault finding procedures required during routine servicing and maintenance of vehicles

Procedures required to minimise waste during routine servicing and maintenance

Housekeeping standards required for routine servicing and maintenance

Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance

Reporting and documentation requirements

Required skills:

Communicate effectively with others when carrying out vehicle servicing and maintenance

Read and interpret instructions, procedures, information and signs relevant to vehicle servicing and maintenance

Interpret and follow operational instructions and prioritise work

Complete documentation related to vehicle servicing and maintenance

Operate electronic communication equipment to required protocol

Work collaboratively with others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions identified when carrying out vehicle servicing and maintenance in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during vehicle servicing and maintenance

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of vehicle servicing and maintenance

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
in tight or confined spaces, exposed conditions and controlled or open environments
while in a depot, base or warehouse
while in the vehicle on the road
while at a client's workplace

Type of vehicle may include any commercial road transport vehicle including:

light vehicle
heavy vehicle
combination vehicle

Maintenance checks may include:

routine inspections of vehicle systems
checks prior to operations
checks on completion of operations
checks on completion of maintenance activities

Minor routine repairs may include:

replacement of blown globes in vehicle lights
replacement of broken fan belt
replacement of blown fuse
door mirrors
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose

Minor routine servicing may include:

topping-up of water levels
replacement of oils
replacement of air in tyres

Environmental hazards may include:

leaking oil and fuel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

defective or inappropriately adjusted exhaust systems

inappropriate disposal of vehicle fluids in drains or sewerage systems

company procedures

enterprise procedures

organisational procedures

established procedures

Information/records may include:

workplace routine servicing and maintenance procedures, checklists and instructions

relevant state/territory roads and traffic authority vehicle maintenance regulations

maintenance checklists and records

vehicle manufacturers instructions, specifications and recommended procedures

precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles

OH&S procedures to be followed when servicing and maintaining vehicles

Applicable regulations and legislation may include:

relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB407C Carry out vehicle inspection

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks, to clean the vehicle, and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check the vehicle	<ul style="list-style-type: none">1.1 A visual check of the internal and external condition of the vehicle is carried out following workplace procedures1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems1.5 Warning systems (instruments and gauges) are checked to ensure they are operational1.6 Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy
2 Clean vehicle	<ul style="list-style-type: none">2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation
3 Complete documentation	<ul style="list-style-type: none">3.1 Basic faults are identified and/or diagnosed and appropriate action is taken to report or remedy them as required by workplace procedures and legislation3.2 Records of inspection are updated and recommended repairs are documented in accordance with workplace policies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care requirements for the routine inspection of vehicles

Relevant OH&S and pollution control procedures

Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturers requirements and established safety rules and regulations, including pre-operational checking procedures, visual inspection procedures and warning systems checking procedures

Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions

Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes

Reporting and documentation requirements

Required skills:

Communicate effectively with others during the routine inspection of a vehicle

Read and interpret instructions, procedures, information and manuals relevant to the routine inspection of a vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the routine inspection of a vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others during the routine inspection of a vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that are identified during the routine inspection of a vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur during the routine inspection of a vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Use cleaning equipment

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
in confined spaces, exposed conditions and controlled or open environment
while in the a depot, base or warehouse
while in the vehicle on the road
while at a client's workplace

Type of vehicle may include any commercial road transport vehicles including:

light vehicles
heavy vehicles
combination vehicles

Inspection may include:

visual checks of vehicle
routine checks of vehicle systems
checks in accordance with a detailed inspection schedule

Routine checks may include:

water levels
oil levels
air pressure in tyres
brakes
lights
condition of tyres
battery
exhaust system
suspension

Environmental hazards may include:

leaking oil and fuel
defective or inappropriately adjusted exhaust systems
inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Information/records may include:

workplace routine inspection procedures,
checklists and instructions

relevant state/territory roads and traffic
authority vehicle maintenance regulations

vehicle manufacturers instructions,
specifications and recommended procedures

precautions and procedures to be adopted to
protect the environment when inspecting,
servicing and maintaining vehicles

OH&S procedures to be followed when
inspecting vehicles

Applicable regulations and legislation may include:

relevant state/territory roads and traffic
authority vehicle maintenance regulations
and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB707C Carry out maintenance of trailers

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial trailer, including action to implement trailer manufacturers specifications for routine checks and maintenance, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine checking and maintenance principles and procedures to maintain a commercial trailer across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify faults and perform routine maintenance	<p>1.1 Trailer faults are identified and diagnosed in accordance with workplace procedures</p> <p>1.2 Trailer components are lubricated in accordance with manufacturers instructions and workplace procedures</p>
2 Carry out repairs on trailers	<p>2.1 Trailer's air/hydraulic brake system is inspected and adjusted, and any required minor maintenance or repairs carried out</p> <p>2.2 Trailer's electrical system is checked for correct operation and any required minor maintenance or repairs carried out</p> <p>2.3 Trailer's suspension and axles are inspected and identified faults repaired and/or reported in accordance with workplace procedures</p> <p>2.4 Trailer's wheels and tyres are inspected, removed, repaired and refitted, as required, in accordance with workplace policy</p>
3 Complete documentation	<p>3.1 Records of routine maintenance and repairs are kept in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care requirements for the routine servicing and maintenance of trailers

Relevant OH&S and pollution control procedures

Procedures for the checking, and routine service and maintenance of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations

Problems that may occur during the routine servicing and maintenance of a trailer and appropriate actions and solutions

Recognition and diagnosis of faults and trailer irregularities

Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems

Basic fault finding procedures required during routine servicing and maintenance of trailers

Housekeeping standards required for routine servicing and maintenance

Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance

Reporting and documentation requirements

Required skills:

Communicate effectively with others during the routine servicing and maintenance of a trailer

Read and interpret instructions, procedures, information and signs relevant to the routine servicing and maintenance of a trailer

Interpret and follow operational instructions and prioritise work

Complete documentation related to the routine servicing and maintenance of a trailer

Operate electronic communication equipment to required protocol

Work collaboratively with others during the routine servicing and maintenance of a trailer

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine servicing and maintenance of a trailer in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Service trailer and equipment in terms of maintenance schedule and standard operating procedures

Carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
in confined spaces, exposed conditions and controlled or open environment
while in a depot, base or warehouse
while in the vehicle on the road
while at a client's workplace

Trailers may include:

any commercial trailers attached to vehicles used in the Australian transport industry

Maintenance checks may include:

routine inspections of trailer and its systems
checks prior to operations
checks on completion of operations
checks on completion of maintenance activities

Minor routine repairs may include:

the replacement of blown globes in trailer lights
minor repairs to couplings
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures

Minor routine servicing may include:

topping up of water levels
lubrication of trailer components
checking of air in tyres
checking of air/hydraulic brake systems
checking of suspension and axles

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures

Information/records may include:

established procedures

workplace routine servicing and maintenance procedures, checklists and instructions

relevant state/territory roads and traffic authority trailer maintenance regulations

maintenance checklists and records

trailer manufacturers instructions, specifications and recommended procedures

precautions and procedures to be adopted to protect the environment when servicing and maintaining trailers

OH&S procedures to be followed when servicing and maintaining trailers

Applicable regulations and legislation may include:

relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB7307B Clean road tankers

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to clean road tankers in accordance with workplace procedures and OH&S and environmental protection regulations, including preparing for cleaning operations, steam cleaning a tanker, cleaning a tanker using water and detergent, finalising cleaning operations, and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with OH&S and environmental protection regulations and workplace procedures.

Work is performed under some supervision, usually in a team environment. Work involves the application of routine principles and procedures to clean commercial tankers across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for cleaning operations	<ul style="list-style-type: none">1.1 Vehicle is positioned under gantry in accordance with workplace procedures1.2 Documentation is obtained from the vehicle driver to determine the product which has been previously carried in the tanker1.3 The vehicle keys are taken from the driver to prevent 'accidental drive off' before the cleaning process is completed1.4 Appropriate cleaning process is selected for type of tanker/load in accordance with workplace procedures1.5 Cleaning materials are prepared in accordance with manufacturers instructions and workplace procedures1.6 The required personal protection and safety equipment is selected and used in accordance with regulatory requirements and workplace procedures
2 Steam clean a tanker	<ul style="list-style-type: none">2.1 The vehicle is earthed to prevent sparks and explosions2.2 Valves are opened to allow draining of the wash materials and hoses attached in accordance with manufacturers instructions and workplace procedures2.3 All access points, including vents and washing points, are opened and heat-sensitive auto fill probes removed in accordance with workplace procedures2.4 Where the tank has held oil/diesel, a wash consisting of detergent wash and hot water rinse is carried out followed by the application of steam2.5 Where the tank has only held petrol, a steam clean only is carried out in accordance with workplace procedures

- 2.6 After the wash, the unit is left to drain until liquid ceases to drain from the outlet valves and steam stops leaving the vents on the top of the tank
 - 2.7 All vents and valves are closed and the auto fill probes reconnected
 - 2.8 Plastic seals are placed on valves to signify the completed cleaning of the tanker where required in accordance with workplace procedures
- 3 Clean a tanker using water and detergent**
- 3.1 High pressure water and detergent is used to clean around the top of the tanker vents and hatches to remove dirt and they are rinsed clean with water
 - 3.2 Valves on the outlet manifold are opened and connected with flexible pipes to the waste storage facility or recycling tanks for the tank cleaner
 - 3.3 All hatches are opened and spray balls are placed into the tanks after checking visually for the condition of the tank. Where solid materials are present these are washed out with high pressure water prior to starting the cleaning cycle
 - 3.4 Tank is rinsed then washed with tank wash until waste is clear and then it is recycled into a holding tank for reuse leaving the tankers tank to drain
 - 3.5 Water in the holding tank is topped up and ph tested and solution is replaced if necessary in accordance with workplace procedures
 - 3.6 Tank is rinsed with water in short bursts until the liquid leaving the tank is clear
 - 3.7 Top of tank is hosed off again with water, and spray balls are removed
 - 3.8 The tank is visually checked, through the hatches with the aid of a torch, for cleanliness
 - 3.9 If cleanliness standards have not been achieved, the tanker is rewashed or re-rinsed as required. Hatches are closed
- 3.1 At the conclusion of cleaning operations drainage hoses are removed, manifold checked for cleanliness, and drainage valves closed and sealed
- 0

to indicate completed process in accordance with workplace procedures

4 Complete cleaning operations

- 4.1 Due care is taken to ensure that the disposal of used cleaning materials is in accordance with environmental protection regulations and workplace procedures
- 4.2 Wash water is suitably treated using available water cleaning and separation processes before draining into the sewerage system
- 4.3 Cleaning equipment is cleaned, dried, checked and stored in accordance with workplace procedures
- 4.4 Documentation on the cleaning operations is completed in accordance with workplace procedures and is returned to the driver along with the keys to the vehicle

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care requirements for the routine cleaning of tankers

Relevant OH&S and pollution control procedures

Procedures for the cleaning of a commercial tanker in accordance with workplace and manufacturers requirements and established safety rules and regulations

Problems that may occur during the routine cleaning of a commercial road tanker and its associated ancillary equipment, and appropriate action and solutions

Processes for the recognition and diagnosis of faults and vehicle/ancillary system irregularities

Hazards that may exist during the cleaning of road tankers and ways of controlling the risks involved

Basic technical knowledge relevant to the cleaning of road tankers

Emergency procedures

Materials identification, handling and storage

Hazardous situations and related personal protection measures

Relevant recording and documentation procedures

Precautions and procedures to dispose of or reprocess cleaning wastes in accordance with environmental protection requirements

Housekeeping standards required for cleaning operations

Required skills:

Communicate effectively with others when cleaning road tankers

Read and interpret instructions, procedures, labels and manuals relevant to the cleaning of road tankers

Interpret and follow operational instructions and prioritise work

Complete documentation related to the cleaning of road tankers

Operate electronic communication equipment to required protocol

Work collaboratively with others when cleaning road tankers

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when cleaning road tankers in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Carry out required cleaning operations

Select and use appropriate cleaning equipment and materials

Minimise waste during cleaning operations

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include:	all tankers including those carrying petrol, diesel, oil, milk, wine and other liquid products
Cleaning operations may be carried out in appropriate facilities:	by day or night in typical weather conditions in confined spaces, exposed conditions and controlled or open environment while in the a depot, base or warehouse while at a client's workplace
Cleaning operations may include:	steam cleaning water and detergent cleaning
Equipment and materials may include:	detergents and cleaning chemicals hoses and spray balls steam cleaning equipment waste recycling tanks/equipment cleaning tools
Safety hazards may include but are not limited to:	fire/ignition risk vapours and noxious gases working at heights slippery, wet surfaces steam burns
Environmental hazards may include:	leaking oil and fuel inappropriate disposal of washing fluids in drains or sewerage systems
Depending on work context, safety and protective equipment may include:	high visibility waterproof clothing hearing protection gloves safety glasses, headwear and footwear

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

safety harness for working on top of tankers

company procedures

enterprise procedures

organisational procedures

established procedures

Information/records may include:

workplace tanker cleaning procedures, checklists and instructions for the vehicle, tanks and related ancillary equipment

relevant state/territory roads and traffic authority regulations

ADG Code as it applies to tanker cleaning

material safety data sheets

tanker cleaning checklists and records

tanker manufacturers specifications and recommended procedures

precautions and procedures to be adopted to protect the environment when cleaning tankers

OH&S procedures to be followed when cleaning tankers

emergency procedure manuals

QA plans and document control

conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

relevant state/territory roads and traffic authority regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

ADG Code as it applies to the cleaning of tankers

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB807C Carry out inspection of trailers

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial trailer, including action to implement trailer manufacturers specifications for routine checks, to clean the trailer, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial trailers.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check a commercial trailer across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check the trailer	<ul style="list-style-type: none">1.1 A visual check of the internal and external condition of the trailer is carried out following workplace procedures1.2 Pre-operational inspections and checks of the trailer's brake systems, suspension and axles, electrical systems and wheels and tyres are carried out to ensure conformance with road safety standards1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specification
2 Clean trailer	<ul style="list-style-type: none">2.1 Trailer and associated equipment is cleaned in accordance with workplace procedures and legislation
3 Complete documentation	<ul style="list-style-type: none">3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care requirements for the routine inspection of trailers

Relevant OH&S and pollution control procedures

Procedures for the routine inspection of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures and pre-operational checking procedures

Problems that may occur during the routine inspection of a trailer and appropriate actions and solutions

Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems

Reporting and documentation requirements

Required skills:

Communicate effectively with others during the routine inspection of a trailer

Read and interpret instructions, procedures and other information relevant to the routine inspection of a trailer

Interpret and follow operational instructions and prioritise work

Complete documentation related to the routine inspection of a trailer

Work collaboratively with others during the routine inspection of a trailer

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine inspection of a trailer in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor and check condition of trailer and its equipment in terms of maintenance schedule and standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
in confined spaces, exposed conditions and controlled or open environment
while in a depot, base or warehouse
while in the trailer on the road
while at a client's workplace

Trailers may include:

any commercial trailers attached to vehicles used in the Australian transport industry

Inspection may include:

visual checks of trailer
routine checks of trailer systems
checks in accordance with a trailer inspection schedule

Routine checks may include:

air pressure in tyres
brakes
lights
condition of tyres
suspension
coupling systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Information/records may include:

workplace routine inspection procedures, checklists and instructions
relevant state/territory roads and traffic authority trailer maintenance regulations
trailer manufacturers instructions, specifications and recommended procedures

precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining trailers

OH&S procedures to be followed when inspecting trailers

Applicable regulations and legislation may include:

relevant state/territory roads and traffic authority trailer maintenance regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIC107C Drive vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the vehicle	<ul style="list-style-type: none">1.1 Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.4 The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning1.5 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturers instructions1.6 The vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures1.7 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	<ul style="list-style-type: none">2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3 Monitor and maintain vehicle performance	<ul style="list-style-type: none">3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle3.2 Performance and efficiency of vehicle operation is monitored during use

- 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Vehicle controls, instruments and indicators and their use

Vehicle handling procedures

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a commercial vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur when driving a commercial vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Monitor performance of vehicle and take appropriate action where required

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	<ul style="list-style-type: none">cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission
Driving may be carried out in typical road transport situations, including:	<ul style="list-style-type: none">operations conducted at day or nighttypical weather conditionson the open roadon a private roadwhile at a depot, base or warehousewhile at a client's workplace or work site
Vehicle handling procedures may include:	<ul style="list-style-type: none">starting a vehiclesteering and manoeuvring a vehicleaccelerating and brakingpositioning and stopping a vehiclereversing a vehicleoperating vehicle controls, instruments and indicatorsusing defensive driving techniquesmanaging engine performance
Pre-operational checks may include:	<ul style="list-style-type: none">visual check of vehiclechecking and topping up of fluid levelschecks of tyre pressureschecks of operation of vehicle lights and indicatorschecks of brakes
Minor routine repairs may include:	<ul style="list-style-type: none">replacement of blown globes in vehicle lightsreplacement of broken fan beltreplacement of blown fusereplacement of door mirrors

Driving hazards may include (examples only):

repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, etc.
holiday traffic
road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

state/territory driving licence requirements
state/territory road rules
workplace driving instructions and procedures
vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
emergency procedures
vehicle log book or record book (where required)

Applicable procedures and codes may include:

relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
relevant state/territory road rules
relevant state/territory permit regulations and requirements
relevant state/territory OH&S legislation
relevant state/territory fatigue management regulations
relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC307C Drive medium rigid vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a medium rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to medium rigid vehicles. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial medium rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the medium rigid vehicle	<ul style="list-style-type: none">1.1 The medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use1.4 Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.6 The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning1.7 The medium rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures1.8 Appropriate procedures are followed in the event of a driving emergency

- 2 **Monitor traffic and road conditions**
 - 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
 - 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
- 3 **Monitor and maintain vehicle performance**
 - 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
 - 3.2 Performance and efficiency of vehicle operation is monitored during use
 - 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
 - 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Medium rigid vehicle controls, instruments and indicators and their use

Medium rigid vehicle handling procedures

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Principles of stress management when driving a vehicle

Map reading and road navigation techniques including the use of a GPS device where applicable

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a medium rigid vehicle

Read and interpret instructions, procedures, information and signs relevant to work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a medium rigid vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a medium rigid vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a medium rigid vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Monitor and anticipate traffic hazards and take appropriate action

Carry out pre-operational checks on a medium rigid vehicle

Check and replenish fluids and carry out lubrication processes in the course of work

activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle steering and manoeuvring a vehicle accelerating and braking positioning and stopping a vehicle reversing a vehicle operating vehicle controls, instruments and indicators using air brakes using defensive driving techniques managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse replacement of door mirrors

Driving hazards may include (examples only):

repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions

Factors that can cause traffic delays and diversions may include:

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, etc.
holiday traffic
road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

state/territory medium rigid vehicle driving licence requirements
state/territory road rules
workplace driving instructions and procedures
vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
emergency procedures
vehicle log book or record book (where required)

Applicable procedures and codes may include:

relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehicles
relevant state/territory road rules
relevant state/territory permit regulations and requirements
relevant state/territory OH&S legislation
relevant state/territory fatigue management regulations
relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC407D Drive heavy rigid vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy rigid vehicles. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the heavy rigid vehicle	<ul style="list-style-type: none">1.1 The heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes1.4 Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.6 The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.1.7 The heavy rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements1.9 Appropriate procedures are followed in the event

of a driving emergency

2 Monitor traffic and road conditions

- 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
- 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

3 Monitor and maintain vehicle performance

- 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- 3.2 Performance and efficiency of vehicle operation is monitored during use
- 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Heavy rigid vehicle controls, instruments and indicators and their use

Heavy rigid vehicle handling procedures

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on heavy rigid vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Principles of stress management when driving a vehicle

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies and on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial heavy rigid vehicle

Read and interpret instructions, procedures, information and signs relevant to when the driving of a commercial heavy rigid vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial heavy rigid vehicle

Work collaboratively with others when driving a commercial heavy rigid vehicle

Operate electronic communication equipment to required protocol

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a commercial heavy rigid vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events

Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial heavy rigid vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of the vehicle and its equipment and take appropriate action where required

Carry out pre-operational checks in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle steering and manoeuvring a vehicle accelerating and braking positioning and stopping a vehicle reversing a vehicle operating vehicle controls, instruments and indicators using air brakes using defensive driving techniques managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse replacement of door mirrors

Driving hazards may include (examples only):

repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions
work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include:

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, sporting events, etc.
holiday traffic
road closures for utility works such as

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

electricity, water, sewerage,
telecommunications, gas, etc.

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

state/territory heavy rigid vehicle driving
licence and permit requirements
state/territory road rules
workplace driving instructions and
procedures
vehicle manufacturers instructions,
specifications and recommended driving
procedures including preoperational checks
of vehicle
emergency procedures
vehicle log book or record book (where
required)
relevant standards and certification
requirements
quality assurance procedures

Applicable procedures and codes may include:

relevant state/territory roads and traffic
authority driving regulations and
licence/permit requirements pertaining to
heavy rigid vehicles
relevant state/territory road rules
relevant state/territory permit regulations and
requirements
relevant state/territory OH&S legislation
relevant state/territory fatigue management
regulations
relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC507D Drive heavy combination vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted, by or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the heavy combination vehicle	<ul style="list-style-type: none">1.1 The heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes1.4 Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.6 The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning1.7 The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements1.9 Appropriate signage, lights and the like are checked for operational effectiveness and for

conformity to prescribed traffic regulations

- 1.1 Appropriate procedures are followed in the event of a driving emergency
- 2 **Monitor traffic and road conditions**
 - 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
 - 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities
- 3 **Monitor and maintain vehicle performance**
 - 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
 - 3.2 Prime mover and trailer are aligned and coupled in accordance with manufacturers instructions and workplace procedures
 - 3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
 - 3.4 Performance and efficiency of vehicle operation is monitored during use
 - 3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority
 - 3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Heavy combination vehicle controls, instruments and indicators and their use

Heavy combination vehicle handling procedures

Workplace driving and operational instructions

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on heavy combination vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Driving hazards and related defensive driving techniques

Map reading and navigation of the vehicle and related action

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a heavy combination vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a heavy combination vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a heavy combination vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a heavy combination vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a heavy combination vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may arise when driving a heavy combination vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Apply map reading and road navigation techniques to the operation of a heavy combination vehicle

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes: all heavy combination vehicles that may be driven on public and private roads and work sites

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse

Driving hazards may include (examples only):

replacement of door mirrors
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions
work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include (examples only):

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, sporting events, etc.
holiday traffic

	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	state/territory heavy combination vehicle driving licence/permit requirements state/territory road rules workplace driving instructions and procedures vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle emergency procedures vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles relevant state/territory road rules relevant state/territory permit regulations and requirements relevant state/territory OH&S legislation relevant state/territory fatigue management regulations relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC607C Drive multi-combination vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to multi-combination vehicles. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial multi-combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the multi-combination vehicle	<ul style="list-style-type: none">1.1 The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage1.3 Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.5 The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning1.6 The multi-combination vehicle is parked, shut down, uncoupled and secured according to manufacturers specifications, traffic regulations and workplace procedures1.7 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations1.8 Appropriate procedures are followed in the event of a driving emergency

- 2 **Monitor traffic and road conditions**
 - 2.1 The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
 - 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
- 3 **Monitor and maintain vehicle performance**
 - 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
 - 3.2 Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturers instructions and workplace procedures
 - 3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
 - 3.4 Performance and efficiency of vehicle operation is monitored during use
 - 3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority
 - 3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Multi-combination vehicle controls, instruments and indicators and their use

Multi-combination vehicle handling procedures

Workplace driving and operational instructions

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on multi-combination vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Driving hazards and related defensive driving techniques

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a multi-combination vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a multi-combination vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a multi-combination vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a multi-combination vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a multi-combination vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a multi-combination vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a multi-combination vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes: all multi-combination vehicles that may be driven on public and private roads and work sites

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse

Driving hazards may include (examples only):

replacement of door mirrors
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, etc.
holiday traffic
road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures

Documentation/records may include:

established procedures

state/territory multi-combination vehicle
driving licence/permit requirements

state/territory road rules

workplace driving instructions and
procedures

vehicle manufacturers instructions,
specifications and recommended driving
procedures including preoperational checks
of vehicle

emergency procedures

vehicle log book or record book (where
required)

Applicable procedures and codes may
include:

relevant state/territory roads and traffic
authority driving regulations and
licence/permit requirements pertaining to
multi-combination vehicles

relevant state/territory road rules

relevant state/territory OH&S legislation

relevant state/territory fatigue management
regulations

relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC707C Operate vehicle carrying special loads

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a vehicle carrying a special load safely including compliance with road traffic authority and other relevant government regulations and company policies; and effective management of hazardous situations.

Application of the Unit

Driving must be carried out in compliance with the licence and permit requirements and regulations of the relevant state/territory roads and traffic authority as well as the specific regulatory and permit requirements pertaining to the special load being carried. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle carrying a special load across a variety of driving contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Carry out pre-operational checks	<p>1.1 The pre-operational checks for the special purpose vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures</p> <p>1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures</p>
2 Drive a vehicle carrying special loads	<p>2.1 The vehicle is manoeuvred in accordance with the regulations/permit requirements for the class of vehicle involved and the load being carried</p> <p>2.2 Vehicles carrying explosives or dangerous goods are driven along designated routes in accordance with the relevant codes, relevant government regulations and workplace policies</p> <p>2.3 The load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load including the Australian Dangerous Goods Code and the Australian Explosives Code</p> <p>2.4 Signs or indicators are fixed to the vehicle if required</p> <p>2.5 Appropriate procedures are followed for the load concerned in the event of a driving emergency</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Where applicable, Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code

Relevant OH&S and environmental procedures and regulations

Vehicle controls, instruments and indicators and their use

Workplace driving and operational instructions

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a vehicle designed to carry special loads

Read and interpret instructions, procedures, information and signs relevant to the driving of a vehicle designed to carry special loads

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a vehicle designed to carry special loads

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a vehicle designed to carry special loads

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a vehicle designed to carry special loads in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a vehicle designed to carry special loads

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a vehicle designed to carry special loads

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of vehicle and its equipment and load and take appropriate action if required

Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all vehicles designed to carry special loads, for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle steering and manoeuvring a vehicle accelerating and braking positioning and stopping a vehicle reversing a vehicle operating vehicle controls, instruments and indicators using defensive driving techniques managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse

	replacement of door mirrors
	repairs to rear tail-light lens
	changing of tyres
	repair of tyre punctures
	replacement of broken coolant hose
Designated routes are:	those that are determined by permit/regulatory requirements for a specific class of load such as explosives or dangerous goods
Driving hazards may include (examples only):	wet and iced roads oil on road animals and objects on road fire in vehicle leaking fuel faulty brakes parked vehicles on the road faulty steering mechanism on vehicle pedestrians crossing the road flooded sections of road windy sections of road foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents flooded sections of road road damage bridge/tunnel damage road works building construction emergency situations such as bushfires, building fires, etc road closures for special events such as marches, parades, etc holiday traffic road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

state/territory driving licence requirements
state/territory road rules
workplace driving instructions and procedures for drivers of vehicles carrying the specific load concerned
vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
procedures/designated routes prescribed by the relevant authority for vehicles carrying the specific loads concerned

Applicable procedures and codes may include:

relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the class of vehicle
relevant regulations/permit requirements specific to the load being carried
Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
relevant state/territory road rules
relevant state/territory OH&S legislation
relevant state/territory fatigue management regulations
relevant State/Territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC807C Drive coach/bus

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a passenger coach/bus safely including systematic and efficient control of all coach/bus functions; monitoring of traffic and road conditions; management of coach/bus condition and performance; and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the driving of a commercial coach/bus.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the coach	<ul style="list-style-type: none">1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures1.8 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	<ul style="list-style-type: none">2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation

and ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain coach/bus performance

- 3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment
- 3.2 Performance and efficiency of coach/bus operation is monitored during use
- 3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority
- 3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Coach/bus controls, instruments and indicators and their use

Coach/bus handling procedures

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on coaches/buses and related action

Differences between transmission types

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial coach or bus

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial coach or bus

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial coach or bus

Operate electronic communication equipment to required protocol including on-board intercom and communications equipment

Work collaboratively with others when driving a commercial coach or bus

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial coach or bus in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur when driving a commercial coach or bus

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial coach or bus

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of coach or bus and its equipment and take appropriate action where required

Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all coaches and buses relevant to specific licence classifications
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle steering and manoeuvring a vehicle accelerating and braking positioning and stopping a vehicle reversing a vehicle operating vehicle controls, instruments and indicators operating door opening and closing equipment using defensive driving techniques managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse replacement of door mirrors

Driving hazards may include (examples only):

repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, sporting events, etc.
holiday traffic
road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

state/territory coach/bus driving licence requirements
state/territory road rules
workplace driving instructions and procedures
coach/bus manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of coach/bus
emergency procedures
vehicle log book or record book (where required)

Applicable procedures and codes may include:

relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses
relevant state/territory road rules
relevant state/territory OH&S legislation
relevant state/territory fatigue management regulations
relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLID1007C Operate a forklift

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to operate a forklift, including checking forklift condition, driving the forklift to fulfil operational requirements, monitoring site conditions, and monitoring and maintaining forklift performance. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory OH&S authority.

Application of the Unit

Operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant state/territory authority.

Operation of a forklift is performed under some supervision, generally within a team environment. It involves the application of routine equipment operation principles and procedures to maintain the safety and operation of a forklift in a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check forklift condition	<ul style="list-style-type: none">1.1 Condition of forklift is checked for compliance with OH&S and workplace requirements for warning devices, manufacturers specifications and the nature of the load shifting task1.2 Attachments are checked to ensure appropriate adjustment and operation1.3 Mirrors and seats are adjusted for safe operation by the driver1.4 Log books are checked and appropriate workplace documentation is completed in accordance with workplace requirements
2 Drive the forklift	<ul style="list-style-type: none">2.1 Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturers instructions2.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage2.3 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques2.4 Forklift is driven in reverse, maintaining visibility and achieving accurate positioning2.5 The forklift is parked, shut down and secured in accordance with manufacturers specifications, regulations and workplace procedures
3 Operate a forklift to handle loads	<ul style="list-style-type: none">3.1 The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected3.2 The load is lifted, carried, lowered and set down in accordance with OH&S legislation, manufacturers specifications and company procedures

- 4 **Monitor site conditions**
 - 4.1 When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made
 - 4.2 Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs
- 5 **Monitor and maintain forklift performance**
 - 5.1 Performance and efficiency of vehicle operation is monitored during use
 - 5.2 Defective/irregular performance and malfunctions reported to relevant personnel
 - 5.3 Forklift records are maintained/updated in accordance with workplace procedures and legislative requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care requirements pertaining to the operation of a forklift

Relevant OH&S and environmental procedures and regulations

Workplace operating procedures

Forklift controls, instruments and indicators and their use

Forklift handling procedures

Procedures to be followed in the event of an operational emergency

Engine power management and safe operating strategies

Efficient driving techniques

Operating hazards and related defensive driving and hazard control techniques

Pre-operational checks carried out on forklift and related action

Principles of stress management when driving a forklift

Site layout and obstacles

Required skills:

Communicate effectively with others when operating a forklift

Read and interpret instructions, procedures, information and signs relevant to the operation of a forklift

Interpret and follow operational instructions and prioritise work

Complete documentation related to the operation of a forklift

Operate electronic communication equipment to required protocol

Work collaboratively with others when operating a forklift

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when operating a forklift

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a forklift

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)

Monitor performance of forklift and its equipment and take appropriate action where required

Ensure that a forklift and its equipment are maintained in terms of service schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Types of forklift may include:

counterbalance trucks
reach trucks
pallet trucks

Operations may be carried out in typical forklift operational situations, including:

operations conducted at day or night
typical weather conditions
on the open road
on a private road or worksite
while at a workplace

Customers may be:

internal or external

Workplaces may comprise:

large, medium or small worksites

Work may be conducted in:

restricted spaces
exposed conditions
controlled or open environments

Loads to be shifted may require:

special precautions

Loads to be shifted may be:

irregularly shaped
packaged or unpackaged
labelled or unlabelled
palletted or unpalletted

Hazards in the work area may include exposure to:

chemicals
dangerous or hazardous substances
movements of equipment, goods and materials

Personnel in the work area may include:

workplace personnel
site visitors
contractors
official representatives

Forklift handling procedures may include:	<ul style="list-style-type: none">starting a forkliftsteering and manoeuvring a forkliftaccelerating and brakingpositioning and stopping a forkliftreversing a forkliftoperating forklift controls, instruments and indicatorsusing defensive driving techniquesmanaging engine performance
Pre-operational checks may include:	<ul style="list-style-type: none">visual check of forkliftchecking and topping up of fluid levelschecks of tyreschecks of operation of forklift lights and indicatorschecks of brakes
Hazards may include (examples only):	<ul style="list-style-type: none">wet and iced operating surfacesoil on operating surfacefaulty brakesworkplace obstacles and other operational equipment and vehiclesdamaged loads and palletsother personnel in work area
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">company proceduresenterprise proceduresorganisational proceduresestablished procedures
Personal protection equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radioshigh visibility clothing
Information/documents may include:	<ul style="list-style-type: none">goods identification numbers and codes, including IMDG markings and HAZCHEM

signs

manifests, bar codes, picking slips,
merchandise transfers, stock requisitions,
goods and container identification

Australian Standard 2359 - Industrial Truck
Code

manufacturers specifications for forklift and
associated equipment

operations and service record book or log

workplace procedures and policies for the
operation of forklifts

supplier and/or client instructions

ADG Code and material safety data sheets

regulatory requirements concerning the use
of forklifts

award, enterprise bargaining agreement,
other industrial arrangements

standards and certification requirements

quality assurance procedures

emergency procedures

Applicable procedures and codes may
include:

relevant state/territory regulations pertaining
to the operation of forklifts

relevant codes and standards, including
Australian Standard 2359 - Industrial Truck
Code

relevant state/territory OH&S legislation

relevant state/territory fatigue management
regulations

relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLID107C Shift materials safely using manual handling methods

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations concerning the manual lifting and movement of loads.

Work is performed under some supervision generally within a team environment.

Work involves the application of the basic principles for the safe lifting and movement of loads when shifting materials using manual handling methods as part of day-to-day work.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess risks arising from the relocation of the load	<p>1.1 Products, goods or materials to be relocated are identified</p> <p>1.2 Locations for storage are determined and potential routes to be followed are identified</p> <p>1.3 Effect of load relocation on original load base is predicted</p> <p>1.4 Points of balance are estimated</p> <p>1.5 Required clearances are compared to available space and adjustments made</p> <p>1.6 Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered</p> <p>1.7 Potential risks in route(s) which may be followed are considered</p> <p>1.8 Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods</p> <p>1.9 Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified</p> <p>1.1 Team lifting processes are considered for application</p> <p>1.1 Appropriate personal protective equipment is worn</p>
2 Plan load relocation	<p>2.1 Relocation of the load is planned consistent with the code of practice for manual handling</p> <p>2.2 Process for relocating load is proposed including predicting and planning for potential difficulties</p> <p>2.3 Proposed process is checked against code of practice and workplace procedures for compliance</p>

3 Relocate load

- 3.1 Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OH&S requirements
- 3.2 Applications appropriate for team relocation of load are identified
- 3.3 Team lifting tasks are coordinated
- 3.4 Planned process and route are followed
- 3.5 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
- 3.6 Relocation is checked to see that it meets work requirements, with any variance(s) reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning the manual lifting and movement of loads

Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: the load on the spine during lifting; controlled actions on a movement during lifting; rotation and side movement of the spine during lifting; postures and positions during lifting; work layout; the type, weight and position of the load; frequency of shifting operations; distance over which load is to be shifted; and time allowed for the shifting of the load

Workplace procedures and policies for the handling of furniture and effects

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when manually lifting and handling materials and goods

Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods

Interpret and follow operational instructions and prioritise work

Work collaboratively with others when manually lifting and handling materials and goods

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when manually lifting and handling materials and goods in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods

Apply precautions and required action to minimise, control or eliminate risks that may exist when manually lifting and handling materials and goods

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in loads and materials in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Materials to be shifted may include:	goods equipment and tools cleaning materials components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. materials used in the course of work such as drums of fuel, raw materials, packaging, etc.
Loads to be shifted may be:	irregularly shaped packaged or unpackaged labelled or unlabelled
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives
Communication in the work area may include:	phone electronic data interchange

	fax
	email
	internet
	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	manufacturers specifications for equipment/tools
	workplace procedures and policies
	supplier and/or client instructions
	material safety data sheets
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation
	relevant state/territory environmental

protection legislation
workplace relations regulations
workers compensation regulations
licence, patent or copyright arrangements
dangerous goods and air freight regulations
export/import/quarantine/bond requirements
marine orders

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLID1307C Move materials mechanically using automated equipment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to move materials mechanically using automated equipment such as automatic guided vehicles, tow motors, high level order pickers, conveyor systems, and mechanised pallet movers. This includes selecting appropriate mechanical moving equipment (where relevant), moving materials/goods in accordance with operational requirements, checking condition of materials/goods and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations concerning the movement of materials mechanically using automated equipment.

Work is performed under limited or minimum supervision. It involves the application of the basic principles and routine procedures for the safe movement of materials mechanically using automated equipment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Select load moving equipment	<p>1.1 The mechanised handling equipment, the route to be taken and procedures to be used are selected appropriate to the characteristics of the goods</p> <p>1.2 Dangerous goods and hazardous materials are identified and handled in accordance with codes of practice, OH&S requirements and workplace procedures</p>
2 Move goods	<p>2.1 Goods are moved using the selected materials handling equipment in accordance with occupational health and safety regulations, manufacturers instructions and company procedures</p> <p>2.2 Problems in the movement of goods and materials using the automated equipment are identified and are reported in accordance with workplace procedures</p>
3 Check goods and complete documentation	<p>3.1 Moved goods are inspected for possible damage during transit/movement and appropriate action is taken</p> <p>3.2 All required documentation is completed for the tracking of the moved goods in accordance with company requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the use of automated equipment to move materials mechanically

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the use of automated equipment to move materials mechanically

Focus of operation of work systems, equipment, management and site operating systems for the use of automated equipment to move materials mechanically

The purpose, characteristics, capabilities, requirements and limitations of the automated materials moving equipment

Problems that may occur during the use of automated equipment to move materials mechanically and appropriate action that can be taken to resolve the problems

Risks when using automated equipment to move materials and related precautions to control the risks

Documentation and record requirements

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when using automated equipment to move materials mechanically

Read and interpret instructions, procedures, information and signs relevant to the use of automated equipment to move materials mechanically

Interpret and follow operational instructions and prioritise work

Complete documentation related to the use of automated equipment to move materials mechanically

Operate electronic communication equipment to required protocol

Work collaboratively with others when using automated equipment to move materials

mechanically

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using automated equipment to move materials mechanically in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of automated equipment and take appropriate action where required

Ensure servicing of automated equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids (where applicable) and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Mechanised equipment may include a range of goods and materials handling equipment such as:	automatic guided vehicle tow motors high level order picker conveyor system mechanised pallet mover
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials moving and rotating equipment and vehicles
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives

Communication in the work area may include:

phone
electronic data interchange
fax
email
internet
radio
oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Information/documents may include:

goods identification numbers and codes
manifests, bar codes, goods and container identification
manufacturers instructions concerning the use and servicing of automated mechanical equipment
workplace procedures and policies
supplier and/or client instructions
material safety data sheets
codes of practice including the National Standards for Manual Handling and the Industry Safety Code
relevant legislation, regulations and related documentation
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may include:

relevant state/territory OH&S legislation
relevant state/territory environmental protection legislation
workplace relations regulations
workers compensation regulations

ADG Code and regulations

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

Modification History

Not Available

INTRODUCTION

Unit Descriptor	This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods, handling explosives/dangerous goods in accordance with regulatory requirements, and labelling explosives/dangerous goods in accordance with regulatory requirements.
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.
Application of the Unit	<p>Work must be carried out in compliance with the regulatory requirements of the relevant Australian state/territory authorities concerned with the carriage of explosives and dangerous goods including the Australian Dangerous Goods and Australian Explosives Codes.</p> <p>Work is performed under limited or minimum supervision. It involves the application of standard procedures and regulatory requirements for the identification and labelling of explosives and dangerous goods.</p>
Competency Field	D-Load Handling

ELEMENT

PERFORMANCE CRITERIA

1 Assess explosives/dangerous goods	<p>1.1 Load is checked for dangerous goods/explosives in accordance with the relevant codes and government regulations</p> <p>1.2 Types of dangerous goods and explosives are identified from labels, DG declarations and placarding in accordance with workplace procedures and all required action is taken to ensure compliance with relevant government regulations and ADG/Australian Explosives Codes as applicable</p> <p>1.3 Hazards posed by load are identified from labels and material safety data sheets (MSDS)</p>
2 Handle explosives/dangerous goods	2.1 Identified explosives/dangerous goods and explosives are handled and loaded/unloaded in accordance with regulatory

- s goods requirements, codes, National Load Restraint Guide, and employer policy
- 2.2 Appropriate personal protective equipment is used when handling dangerous goods and explosives in accordance with class, subsidiary risk and MSDS information
- 2.3 Handling of different types of load takes into account the identified hazards posed by the dangerous goods/explosives concerned
- 2.4 When loading/storing dangerous goods/explosives, segregation procedures are followed according to the class and subsidiary risk information
- 3 Label explosives/dangerous goods
- 3.1 All packages/containers are labelled with the class and subsidiary risk in accordance with ADG/Australian Explosives Codes as applicable
- 3.2 A dangerous goods declaration is included with manifest and other shipping documents
- 3.3 Vehicles carrying explosives/dangerous good or explosives are placarded in accordance with ADG/Australian Explosives Codes as applicable
- 4 Complete documentation
- 4.1 All required transport documents are completed in accordance with ADG/Australian Explosives Codes as applicable

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

- | | |
|---------------------|---|
| Required knowledge: | <ul style="list-style-type: none">• Relevant Australian and state/territory regulations and codes pertaining to the identification and labelling of explosives and dangerous goods including the ADG and Australian Explosives Codes• OH&S procedures and guidelines concerning the lifting and movement of loads• Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk• Workplace procedures and policies for the identification and labelling of explosives• Characteristics of explosives and dangerous goods relevant to handling and transport• Compatibility of various types of explosives and dangerous goods• Site layout and obstacles• Housekeeping standards procedures required in the workplace• |
| Required skills: | <ul style="list-style-type: none">• Communicate effectively with others when loading, unloading and handling explosives and dangerous goods• Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods• Interpret material safety data sheets, containers and goods coding, IMDG markings and other information describing explosives and dangerous goods including, where applicable, emergency information panels• Interpret and follow operational instructions and prioritise work• Complete documentation related to the loading, unloading and handling of explosives and dangerous goods• Correctly mark/label explosives and dangerous goods• Operate electronic communication equipment to required protocol• Work collaboratively with others when loading, unloading and handling explosives and dangerous goods• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others• Promptly report and/or rectify any identified problems that may occur when loading, unloading and handling explosives and dangerous goods in accordance with regulatory requirements and workplace procedures• Implement contingency plans for unexpected events that may arise when loading, unloading and handling explosives and dangerous goods• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods• Monitor work activities in terms of planned schedule |

- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
-

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|--|--|
| Operations may be conducted: | <ul style="list-style-type: none">• in a range of work environments and weather conditions<ul style="list-style-type: none">• by day or night• |
| Customers may be: | <ul style="list-style-type: none">• internal or external• |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites• |
| Work may be conducted in: | <ul style="list-style-type: none">• restricted spaces<ul style="list-style-type: none">• exposed conditions• controlled or open environments• a workplace, warehouse or depot• in a vehicle on the road• at a client's workplace• |
| Goods/cargo to be identified and classified may: | <ul style="list-style-type: none">• require special precautions for handling and storage• |
| Classes of dangerous goods and explosives are: | <ul style="list-style-type: none">• as defined in the respective Australian codes• |
| Standard marking and signage for identified explosives and dangerous goods is: | <ul style="list-style-type: none">• as required in the respective Australian codes• |
| Personnel in the work area may include: | <ul style="list-style-type: none">• workplace personnel<ul style="list-style-type: none">• site visitors• contractors• official representatives• |
| Communication in the work area may include: | <ul style="list-style-type: none">• phone<ul style="list-style-type: none">• electronic data interchange• fax• email• internet• radio |

- oral, aural or signed communications
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Personal protective equipment may include:
- gloves
 - safety headwear and footwear
 - safety glasses
 - two-way radios
 - high visibility clothing
- Information/documents may include:
- goods identification numbers, codes, markings and signs
 - codes of practice including the Australian/International Dangerous Goods Codes and the Australian/International Explosives Codes
 - manifests, bar codes, goods and container identification
 - manufacturers specifications for equipment/tools
 - workplace procedures and policies for the loading and unloading of vehicles
 - supplier and/or client instructions
 - material safety data sheets
 - award, enterprise bargaining agreement, other industrial arrangements
 - standards and certification requirements
 - quality assurance procedures
 - emergency procedures
- Applicable regulations and legislation may include:
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - Australian and International Dangerous Goods Codes
 - Australian Marine Orders and the

International Maritime Dangerous Goods Code

- IATA Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement
 -

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - Resources for assessment include:
 - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and/or equipment, and/or
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
 -

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
 - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
 - Practical assessment must occur:
 - through appropriately simulated activities at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace
 -

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLID2007C Care for livestock in transit

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to prepare and care for livestock in transit, including making preparations to transport livestock, caring for and controlling livestock in transit, and using appropriate animal husbandry techniques, as required.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and industry codes of practice for the care of livestock in transit.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the care of livestock during transit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare to transport livestock	<ul style="list-style-type: none">1.1 Condition, quality and quantity of livestock to be transported is checked prior to transport operation in accordance with client requirements and workplace policy1.2 Any poor quality livestock is identified and reported to specified personnel in accordance with workplace policy1.3 Feed provisions and other requirements for livestock prior to and during transit are identified and organised1.4 Portable stockyards are assembled as required
2 Care for and control livestock in transit	<ul style="list-style-type: none">2.1 Condition of livestock is regularly monitored during loading, transit and unloading and appropriate action is taken in terms of relevant government regulations, workplace policy, and humane and permit requirements2.2 Working dogs and appropriate handling equipment are used to aid the handling of livestock during loading and unloading operations in accordance with regulations and workplace procedures2.3 Required action is taken for the care and well-being of animals in the event of an accident during transit2.4 Distressed stock is handled in an appropriate manner in accordance with government regulations and workplace policies
3 Use animal husbandry techniques	<ul style="list-style-type: none">3.1 Symptoms of animal diseases and parasites are identified and appropriate action is taken to control them in terms of relevant government regulations, workplace policy, and humane and permit requirements3.2 Prescribed medication is administered to livestock in accordance with veterinary directions and workplace policy

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulations concerning the care for livestock in transit

OH&S procedures and guidelines concerning the lifting and movement of loads

Risks when caring for livestock during transit and related precautions to control the risk

Workplace procedures and policies for the caring for livestock during transit

Specialised livestock handling equipment and procedures for its use

Insurance rights and responsibilities

Housekeeping standards and procedures when caring for livestock during transit

Methods of securing livestock during transit

Required skills:

Communicate effectively with others when caring for livestock in transit

Read and interpret instructions, procedures and information relevant to the care of livestock in transit

Interpret and follow operational instructions and prioritise work

Complete documentation related to the care of livestock in transit

Work collaboratively with others when caring for livestock in transit

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when caring for livestock in transit in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events during the care of livestock in transit

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to animals or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Identify and correctly use equipment required to care for livestock during transit

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Livestock being cared for in transit may include any livestock able to be transported, such as:

sheep
cattle
horses
goats
pigs
chickens

Customers may be:

internal or external

Operations may be conducted:

in a range of work environments and weather conditions
by day or night

Work may be conducted in:

restricted spaces
exposed conditions
controlled or open environments
a workplace, warehouse or depot
in a vehicle on the road
at a client's workplace

Handling operations may be carried out both manually and with the aid of working dogs and livestock handling equipment, including:

cattle prods
restraining devices
portable cattle yards

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Personal protective equipment may include:

gloves
safety headwear
safety footwear

Information/documents may include:

industry codes and government regulations

for the care of livestock during transit
workplace documentation
client instructions
workplace procedures and policies for the
care of livestock during transit
codes of practice including the National
Standards for Manual Handling and the
Industry Safety Code
award, enterprise bargaining agreement,
other industrial arrangements
guidelines on livestock husbandry relevant to
the care of livestock during transit
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

state/territory mass and loading regulations
Australian and state/territory regulations
relevant to the care of livestock during transit
relevant state/territory environmental
protection legislation
relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLID207C Shift a load using manually-operated equipment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to shift loads using manually-operated mechanical equipment, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation with the aid of the equipment in accordance with the plan.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations concerning the shifting and movement of loads using manually-operated equipment.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles for the safe shifting of loads using manually-operated equipment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess risks arising from the relocation of the load	<ul style="list-style-type: none">1.1 Products, goods or materials to be relocated are identified1.2 Location for storage is determined1.3 Routes to be followed are identified1.4 Points of balance are estimated1.5 Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered1.6 Potential risks in route(s) which may be followed are considered1.7 Lifting equipment to minimise potential risks is identified1.8 Appropriate personal protective equipment is worn
2 Plan load relocation	<ul style="list-style-type: none">2.1 Load shifting equipment is selected in accordance with workplace procedures2.2 Safe procedures for using lifting equipment are identified, including the calculation of Safe Working Load (SWL) and/or Working Load Limit (WLL) for weight of goods to be moved2.3 Process for relocating load is proposed including predicting and planning for potential difficulties2.4 Proposed process is checked against relevant code of practice and workplace procedures for compliance2.5 Lifting equipment and accessories are checked for safe operation in accordance with manufacturers instructions and workplace procedures
3 Relocate load	<ul style="list-style-type: none">3.1 Any unsafe equipment is reported to appropriate personnel in accordance with workplace procedures3.2 Planned process and route are followed using

equipment within necessary range of limitations

- 3.3 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
- 3.4 Relocation is checked to see that it meets work requirements, and any variances are reported
- 3.5 Equipment is returned to storage area in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning the use of manually-operated equipment to shift loads

Risks when using manually-operated equipment to shift loads and related precautions to control the risk

Workplace procedures and policies for the shifting of goods and materials using manually-operated equipment

Problems that may arise when using manually-operated equipment to shift loads and actions that should be taken to prevent or solve them

Housekeeping standards procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when using manually-operated equipment to shift loads

Read and interpret instructions, procedures, information and signs relevant to the shifting of loads using manually-operated equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Work collaboratively with others when using manually-operated equipment to shift loads

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when using manually-operated equipment to shift loads in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using manually-operated equipment

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Materials to be shifted may include:	goods equipment and tools cleaning materials components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. materials used in the course of work such as drums of fuel, raw materials, packaging, etc.
Loads to be shifted may be:	irregularly shaped packaged or unpackaged labelled or unlabelled palletted or unpalletted
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives
Communication in the work area may	phone

include:	electronic data interchange fax email internet radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Information/documents may include:	goods identification numbers and codes manifests, bar codes, goods and container identification manufacturers instructions concerning the use and servicing of manually-operated load shifting equipment workplace procedures and policies supplier and/or client instructions material safety data sheets codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant legislation, regulations and related documentation award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements quality assurance procedures emergency procedures

Applicable regulations and legislation may include:

relevant state/territory OH&S legislation
relevant state/territory environmental protection legislation
workplace relations regulations
workers compensation regulations
licence, patent or copyright arrangements
dangerous goods and air freight regulations
export/import/quarantine/bond requirements
marine orders

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLID407C Load and unload goods/cargo

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant regulations/permit requirements including those of the relevant state/territory roads and traffic authority concerning the loading of goods/cargo.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory/permit requirements to the loading and unloading of goods/cargo.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Load and unload goods/cargo	<ul style="list-style-type: none">1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures1.2 Dangerous or hazardous goods are identified and handled in accordance with the Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements1.3 Load is packed/unpacked to make safe and effective use of available spaces1.4 Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures1.5 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation1.6 Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load1.7 Goods requiring special handling and/or documentation are identified and appropriate procedures followed1.8 Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods
2 Secure and protect load	<ul style="list-style-type: none">2.1 The distribution of the load is checked to ensure that it is even, legal and within safe working capacity2.2 Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the ADG Code2.3 Load is secured using the correct load restraint and protection equipment for different loads, carrying

and storage conditions

- 2.4 The load is protected in accordance with legal and workplace safety requirements

3 Complete documentation

- 3.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code where applicable
- 3.2 All required documentation for the goods is completed in accordance with workplace requirements including the ADG Code where applicable

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant Australian standards and regulations including state/territory mass and loading regulations

National Load Restraint Guide

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

OH&S procedures and guidelines concerning the lifting and movement of loads

Risks when loading and unloading goods/cargo and related precautions to control the risk

Security awareness requirements when loading and unloading vehicles and in particular the recognition, isolation and reporting of suspicious cargo and goods

Workplace procedures and policies for the loading and unloading of goods/cargo

Housekeeping standards procedures required in the workplace

Methods of securing a load

Site layout and obstacles

Problems that may arise when loading and unloading goods and cargo and actions that should be taken to prevent or solve them

Required skills:

Communicate effectively with others when loading and unloading goods and cargo

Read and interpret instructions, procedures, information, signs and labels relevant to the loading and unloading of goods and cargo

Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels and take appropriate action

Interpret and follow operational instructions and prioritise work

Complete documentation related to the loading and unloading of goods and cargo

Operate electronic communication equipment to required protocol

Estimate the size, shape and special requirements of loads and take appropriate action

Work collaboratively with others when loading and unloading goods and cargo

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when loading and unloading goods and cargo in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected situations that may occur when loading and unloading goods and cargo

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading and unloading of goods and cargo

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in cargo and equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Goods/cargo to be loaded or unloaded may:	require special precautions
Loads to be shifted may be:	irregularly shaped packaged or unpackaged labelled or unlabelled palletted or unpalletted
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives
Communication in the work area may include:	phone electronic data interchange fax email internet radio oral, aural or signed communications

Loading operations may be carried out:	manually with the aid of lifting equipment and/or appliances
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Information/documents may include:	goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs manifests, bar codes, goods and container identification manufacturers specifications for equipment/tools workplace procedures and policies for the loading and unloading of goods/cargo ADG Code and associated regulations supplier and/or client instructions material safety data sheets EPGs and Initial Response Guide (HB76:1998 or equivalent) codes of practice including the National Standards for Manual Handling and the Industry Safety Code award, enterprise bargaining agreement, other industrial arrangements relevant Australian standards and certification requirements quality assurance procedures emergency procedures Load Restraint Guide

Applicable regulations and legislation may include

relevant Australian standards and regulations including state/territory mass and loading regulations

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

relevant state/territory environmental protection legislation

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLIE107C Present routine workplace information

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to present routine workplace information in accordance with workplace requirements including preparing and presenting routine workplace documents and preparing and delivering oral presentations as part of routine work.

Application of the Unit

Work must be carried out in accordance with workplace requirements concerning the preparation and presentation of routine workplace information.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory requirements when preparing and presenting routine workplace information as part of work activities in the stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare and present document	<ul style="list-style-type: none">1.1 Purpose of the document is identified1.2 Sources of information are established1.3 Information is collated and presented in a logical order1.4 Document style is selected to match purpose and workplace pro-formas1.5 Language is clear, concise and conveys appropriate information to target audience1.6 Document is checked to ensure that it follows workplace requirements1.7 Completed document is presented to appropriate personnel as required
2 Prepare and deliver oral presentation	<ul style="list-style-type: none">2.1 Purpose of oral presentation is established2.2 Target audience is identified2.3 Information is gathered and sorted2.4 Visual, audio and physical support media are identified or developed, if required, in accordance with workplace procedures2.5 Presentation is trialled and adjusted to suit target audience2.6 Information is presented in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to workplace activities

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for preparing and presenting routine workplace information

Focus of operation of work systems, equipment, management and site operating systems for the preparation and presentation of routine workplace information

Documents, forms, and oral presentations required as part of routine workplace activities

Problems that may occur when preparing and presenting routine workplace information and appropriate action that can be taken to resolve the problems

Required skills:

Communicate effectively with others when preparing and presenting routine workplace information

Read and interpret instructions, procedures and information relevant to the preparation and presentation of routine workplace information

Interpret and follow operational instructions and prioritise work

Complete documentation related to the preparation and presentation of routine workplace information

Receive, acknowledge and send messages with available communications equipment

Work collaboratively with others when preparing and presenting routine workplace information

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when preparing and presenting routine workplace information in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Identify, select and use relevant equipment, processes and procedures when preparing and presenting routine workplace information

Use presentation packages for slides, overhead projector, computer presentations

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Workplace information to be prepared and presented may include:	routine reports, documentation and forms that are required to be completed to instructions, or pro-formas as part of routine job requirements
Reports/forms may be presented:	orally, in writing or via a computer
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Personal protective equipment needed in the work area may include:	gloves safety headwear and footwear safety glasses two-way radios protective clothing high visibility clothing
Communication in the work area may include:	phone fax email electronic data transfer (EDI) RF systems radio

	oral, aural or signed communications
Consultative processes may involve	staff members management union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	goods identification numbers and codes manifests, bar codes, and container identification/serial number Australian and international codes of practice and regulations relevant to workplace activities Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) operations manuals, job specifications and induction documentation manufacturers specifications for equipment workplace procedures and policies supplier and/or client instructions dangerous goods declarations and material safety data sheets (where applicable) award, enterprise bargaining agreement, other industrial arrangements relevant Australian standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may include:	relevant codes and regulations for the transfer of cargo/freight

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and environmental protection legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE1207C Consolidate manifest documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in accordance with workplace procedures.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently and effectively consolidate manifest documentation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify required documentation	<ul style="list-style-type: none">1.1 Relevant documentation is collated and checked to ensure all appropriate information has been entered1.2 Omissions/discrepancies are noted and reported in accordance with workplace procedures1.3 Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory requirements1.4 Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with workplace procedures
2 Process documentation	<ul style="list-style-type: none">2.1 Files/system are amended including the appending of all relevant data/information2.2 Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant codes of practice and legislative requirements including Australian Dangerous Goods Code and relevant freight regulations

Relevant OH&S and environmental procedures and regulations

Workplace procedures to be followed in the consolidation of manifests

Operational procedures for document control

Sources of information/documentation needed when consolidating manifests

Customer service policies and procedures

Required skills:

Communicate effectively with others when consolidating manifest documentation

Read and interpret instructions, procedures, information and labels relevant to the consolidation of manifest documentation

Interpret and follow operational instructions and prioritise work

Complete documentation related to the consolidation process

Work collaboratively with others when consolidating manifest documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when consolidating manifest documentation in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when consolidating manifest documentation

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and

environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Consolidation of manifest documentation may be undertaken in:	the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry
Requirements for work may include:	freight forwarding protocols and procedures communications equipment workplace operations authorities and permits hours of operation relevant regulations
Documentation may include:	type, capacity and compatibility of cargo weigh bridge tickets loading dockets orders invoices
Consultative processes may involve:	other employees and supervisors agents, suppliers, clients relevant authorities and institutions management OH&S specialists other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	operations manuals, job specifications and procedures and induction documentation competency standards and training materials manufacturers/client specifications,

instructions

workplace operating procedures and policies

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

supplier and/or client instructions

relevant Australian standards, criteria and certification requirements

communications technology equipment, oral, aural or signed communications

quality assurance procedures

emergency procedures

Applicable procedures and codes may include:

regulations relevant to the transport of freight

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

Australian and International Dangerous Goods Codes

Australian Marine Orders and the International Maritime Dangerous Goods Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives Codes

Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory fatigue management regulations

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE1307C Apply workplace statistics

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data.

Application of the Unit

The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established statistical principle

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify situations where statistics are used in the workplace	1.1 Types of statistical representations of data are identified 1.2 Users of statistical data in the workplace are identified 1.3 Statistical data representations are matched for appropriate workplace applications
2 Collect numerical data	2.1 Purpose of data collection is identified 2.2 Sources of information are established 2.3 Data collection methods are used 2.4 Mathematical processes are used to arrange data 2.5 Data collected is checked for accuracy 2.6 Potential for inaccurate results arising from variables is estimated and described
3 Process and present data	3.1 Data collected is represented in graphs, tables, averages and percentages as required 3.2 Spreadsheets and flowcharts are used to present data
4 Interpret trends and patterns from numerical data	4.1 Non-conforming results outside of the predicted outcome are noted and reasons identified 4.2 Trends or patterns in data are noted 4.3 Possible reasons for trends or patterns are generated 4.4 Potential solutions are identified

- 4.5 Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data
- 5 **Apply outcomes of statistical analysis to workplace operations**
 - 5.1 Interpreted data is used to identify possible improvements in work processes and organisation
 - 5.2 Appropriate action is initiated to implement identified strategies for the improvement of processes or work organisation in accordance with workplace procedures
 - 5.3 Improvements are statistically monitored and evaluated in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Workplace protocols and procedures for applying workplace statistics within work activities

Focus of operation of recording, reporting and statistical analysis systems and resources

Resource availability including the processing capacity of equipment and software systems for statistical analysis of data

Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis

Workplace business policies and plans including procedures for reporting performance

Required skills:

Communicate effectively with others when applying workplace statistics

Read and interpret instructions, procedures, and technical data relevant to the application of workplace statistics

Interpret and follow operational instructions and prioritise work

Complete documentation related to workplace statistics

Work collaboratively with others when applying workplace statistics

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems related to the application of workplace statistics in accordance with workplace procedures

Select and appropriately apply technology, information systems and procedures to workplace tasks

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site location large, medium and/or small companies
Services, products, risks, work systems and requirements may potentially:	vary across different sections of the workplace
Customer and supplier contact and coordination is:	a requirement of these operations
The key requirement of this unit is to:	interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel
Workplace applications of statistical data representations may include (examples only):	monitoring work flow inventory and stock levels customer surveys supplier and market analysis fleet control
Statistics may be generated from	raw data machine generated information complex, dedicated computerised facilities
Personnel in work area may include:	other employees and supervisors customers and suppliers external authorities and agencies management and union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures

	established procedures
Information/documentation may include:	workplace procedures, policies and instructions
	guidelines relating to minimising risks to the environment and occupational health and safety requirements
	relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
	legislation, regulations and related documentation
	reports of accidents and incidents within regulatory requirements and enterprise procedures
	workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
	quality assurance procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice
	relevant Australian and state/territory OH&S legislation
	equal employment legislation and related policies
	environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE1407C Compile and process export documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to compile and process export documentation including assessing cargo for transport, preparing regulatory and commercial documentation, preparing transport documentation, and coordinating documentation in accordance with requirements.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of routine principles and procedures to compile and process export documentation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess cargo for transport	<p>1.1 Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements</p> <p>1.2 Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with workplace procedures</p>
2 Prepare regulatory and commercial documentation	<p>2.1 Export packing lists are prepared from shipper's instructions including information regarding identifying marks and numbers, weights and measurements and package details</p> <p>2.2 Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and workplace procedures</p> <p>2.3 Lodgement instructions, where applicable, are prepared for forwarding to banking institutions</p> <p>2.4 Regulatory requirements are generated as required</p>
3 Prepare transport documentation	<p>3.1 Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and workplace procedures</p> <p>3.2 Bill of lading/airway bills are obtained from shipping agent/company and processed in accordance with workplace procedures</p> <p>3.3 Additional transport documentation for export is generated/processed as required</p>
4 Coordinate documentation requirements	<p>4.1 Documentation is collated and checked to ensure it is complete and accurate</p> <p>4.2 Procedures for the lodgement of documents, including destination points and required timeframes, are recorded</p> <p>4.3 Export documentation is forwarded in accordance</p>

with workplace procedures and export schedule

- 4.4 Documents are filed/stored in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant agreements, codes of practice and legislative requirements including Australian Dangerous Goods Code and local and international freight regulations

Relevant OH&S and environmental procedures and regulations

Workplace procedures for the compilation and processing of export documentation

Contacts and sources of information/documentation needed when compiling and processing export documentation

Customer service policies and procedures

Documentation requirements of banking institutions, governments and insurance companies

Required skills:

Communicate effectively with others when compiling and processing export documentation

Read and interpret instructions, procedures, information and labels relevant to the compilation and processing of export documentation

Identify, read and interpret the various types of export documentation and their appropriate usage

Interpret and follow operational instructions and prioritise work

Complete and process export documentation

Use relevant communications equipment when organising the international transport of freight

Use relevant computerised systems for communication and document generation

Work collaboratively with others when compiling and processing export documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when compiling and processing export documentation in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when compiling and processing export documentation

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational activities may cover: movement of equipment, goods, materials and various forms of freight transport
may be conducted by day or night

Customers may be: internal or external

Requirements for work may include: site restrictions and procedures
relevant domestic and international regulations
specified loading operations
communications equipment
hours of operation
authorities and permits
incident/accident breakdown procedures

Transport documentation for export may include: bill of lading
airway bills
export wharfage
quarantine documentation
parcel post receipt
commerce markings

Regulatory requirements may involve: export permits and clearances
goods certificates
financial duties

Forms of transport may include: road
rail
sea
air
multi-modal

Forms of documentation include: packing specifications and lists
manifests

	invoices
	drafts
	instructions
	letters
Consultative processes may involve:	other employees and supervisors
	suppliers, potential customers and existing clients
	relevant authorities
	shipping lines
	banking institutions
	other agencies
	management and union representatives
	OH&S specialists
	other maintenance, professional or technical staff
Communications systems may involve:	telephone
	fax
	email
	electronic data transfer of information (EDI)
	mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	workplace procedures
	organisational procedures
	established procedures
Documentation/records may include:	operations manuals, job specifications and procedures and induction documentation
	competency standards and training materials
	manufacturers/client specifications, instructions and labelling advice including material safety data sheets
	workplace operating procedures and policies
	supplier and/or client instructions
	Australian and international standards, criteria and certification requirements

	communications technology equipment, oral, aural or signed communications
	OH&S procedures
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	international transport regulations, codes and procedures
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
	Australian and International Dangerous Goods Codes
	Australian Marine Orders and the International Maritime Dangerous Goods Code
	IATA Dangerous Goods by Air regulations
	Australian and International Explosives Codes
	regulations and codes of practice for the import and export of cargo
	relevant Australian and international standards and certification requirements
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE1807B Maintain freight records

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight despatch documentation in accordance with workplace procedures and relevant regulatory requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of freight records.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of freight records as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Record freight receipt	<ul style="list-style-type: none">1.1 Freight is identified and consignment/cartnote details are confirmed1.2 Documentation is appropriately actioned, following workplace procedures and legislative requirements1.3 Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirements1.4 Freight information is recorded on workplace freight tracking system1.5 Freight is directed for loading or storage as indicated by documentation
2 Record freight despatch	<ul style="list-style-type: none">2.1 Documentation for freight despatch is checked, verified and forwarded in accordance with workplace procedures2.2 Loads not cleared due to incorrect documentation are appropriately processed, according to workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the international codes and regulations relevant to the maintenance of freight records

Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records

Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems

Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances

Documentation requirements for the maintenance of freight records including workplace freight tracking system

Housekeeping standards procedures required in the workplace

Freight transport timetables, yard/terminal facilities, and site layout

Required skills:

Communicate effectively with others when maintaining freight records

Read and interpret instructions, procedures, information and labels relevant to the maintenance of freight records

Interpret and follow operational instructions and prioritise work

Complete documentation related to the maintenance of freight records

Operate electronic communication equipment to required protocol

Work collaboratively with others when maintaining freight records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems that may arise when maintaining freight records in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the maintenance of freight records

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer, communication and office equipment when maintaining freight records

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Freight includes all forms of freight. Some freight may involve:	special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including:	cartnotes delivery noted internal documentation used for freight tracking special clearances consignment notes dangerous goods certificates and declarations authorised weighbridge certificates list of contents
Freight tracking system includes:	manual and computer-based tracking systems
Hazards in the work area may include:	exposure to chemicals exposure to dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients

	drivers and agents
	relevant authorities and institutions
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Information/documents may include:	goods identification numbers and codes
	manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
	internal documentation used for freight tracking
	codes of practice and regulations relevant to the receiving of goods
	Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
	operations manuals, job specifications and

induction documentation
manufacturers specifications for equipment
workplace procedures and policies
supplier and/or client instructions
dangerous goods declarations and material
safety data sheets (where applicable)
award, enterprise bargaining agreement,
other industrial arrangements
relevant Australian standards and
certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

relevant codes and regulations for the
maintenance of freight records
Australian and international regulations and
codes of practice for the transport of
dangerous goods and hazardous substances,
including:

Australian and International Dangerous
Goods Codes

Australian Marine Orders and the
International Maritime Dangerous Goods
Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives
Codes

privacy legislation
water and road use and licence arrangements
export/import/quarantine/bond requirements
marine orders
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE207C Estimate/calculate mass, area and quantify dimensions

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organise load(s) to match identified transport/storage limitations.

Application of the Unit

Work must be carried out in compliance with workplace requirements and any relevant regulations related to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace tasks.

Work is performed under some supervision generally within a team environment. It involves the application of basic mathematical principles and operations to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace activities in the transport, stevedoring, warehousing, distributi

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Estimate loads for transport or storage	<ul style="list-style-type: none">1.1 Order forms/work orders are read and requirements are noted1.2 Shape, balance characteristics, dimensions and mass of the load(s) are identified1.3 Area/volume required for storage is estimated1.4 Weights and volumes are totalled to calculate load requirements of transport or storage system
2 Estimate load limits of transport and/or storage	<ul style="list-style-type: none">2.1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures2.2 Capacity of transport and storage systems in terms of mass, area and volume are calculated
3 Organise load	<ul style="list-style-type: none">3.1 Load(s) is restricted to allowable range(s)3.2 Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems3.3 Appropriate workplace documentation is completed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to workplace activities

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities including the quantification of dimensions

Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division

Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock

Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems

Documentation requirements for the workplace activities concerned

Required skills:

Communicate effectively with others when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities

Read and interpret instructions, procedures, information and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities in accordance with workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and use relevant calculators, computing and office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Estimating/calculation tasks may include:	estimating loads to be transported or placed in storage identifying mass, area and volume limitations of available transport/storage systems carrying out calculations required to organise load(s) to match identified transport/storage limitations calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted
Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out:	manually with the aid of a calculator with the aid of a computer using appropriate tables and/or charts
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients relevant authorities and institutions management and union representatives industrial relations and OH&S specialists other maintenance, professional or technical staff

Communication in the work area may include:

phone
electronic data interchange (EDI)
fax
email
internet
radio
RF systems
oral, aural or signed communications

Hazards in the work area may include exposure to:

chemicals
dangerous or hazardous substances
movements of equipment, goods and materials

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Information/documents may include:

workplace procedures and policies
operations manuals, job specifications and induction documentation
goods identification numbers and codes
manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number
Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations
Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
manufacturers specifications for equipment
supplier and/or client instructions
dangerous goods declarations and material safety data sheets (where applicable)

	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant codes and regulations relevant to workplace activities
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
	licence, patent or copyright arrangements
	water and road use and licence arrangements
	export/import/quarantine/bond requirements
	marine orders
	relevant state/territory OH&S and environmental protection legislation
	workplace relations regulations
	workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE307C Participate in basic workplace communication

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others.

Application of the Unit

Communication is carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Communicate information about routine tasks, processes, events or skills	<ul style="list-style-type: none">1.1 An appropriate form of communication is selected and used to meet the purpose required1.2 Effective listening skills are demonstrated1.3 Questions are used to gain additional information and to clarify understanding1.4 Sources of information relevant to the communication are identified1.5 Information is selected and sequenced correctly1.6 Verbal and written reporting is undertaken where required1.7 Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups
2 Participate in group discussions to achieve appropriate work outcomes	<ul style="list-style-type: none">2.1 Responses are sought and provided to others in the group2.2 Constructive contributions are made in terms of the process involved2.3 Goals or outcomes are communicated and/or recorded
3 Represent views of the group to others	<ul style="list-style-type: none">3.1 Views and opinions of others are interpreted, understood and accurately reflected

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Basic communication techniques including barriers to effective communication and how to overcome them

Basic principles of effective communication

Protocols and procedures for communicating with others using relevant workplace technology

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Typical communication problems and appropriate action and solutions

Required skills:

Communicate effectively with others when completing basic work activities

Read and interpret instructions, procedures and information relevant to basic work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to basic work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others in the course of communication

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems in communication in accordance with workplace procedures

Modify communication activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication will be that involved in:	in basic routine work functions may occur by day or night in a variety of work contexts
Communication modes may include:	active listening group interaction questioning to obtain information and/or clarify information and understanding routine oral reporting routine written reporting participation in routine meetings in the workplace basic recording of discussions
Communications may involve:	English-speaking persons multilingual staff persons with limited ability to communicate in English
Communication problems may include:	misunderstanding limited ability of others to communicate in English noisy environments or communication channels illegible writing or print use of non-standard vocabulary incorrect assumption that message has been received and/or correctly understood
Personnel in work area may include:	managers supervisors/team leaders workplace personnel visitors

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

contractors
official representatives
company procedures
enterprise procedures
organisational procedures
established procedures

Communication may involve the basic use of a range of communication technology including:

phone
electronic data interchange
fax
email
internet
radio

Information/documentation may include:

workplace procedures, checklists and instructions
goods identification numbers and codes
manifests, bar codes, goods and container identification
manufacturers specifications
workplace policies
supplier and/or client instructions
material safety data sheets
relevant codes of practice including the national standards for manual handling and the industry safety code
legislation, regulations and related documentation
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
dangerous goods and freight regulations and

codes

relevant Australian and state/territory OH&S
legislation

equal employment legislation and related
policies

environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE407C Prepare workplace documents

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form.

Application of the Unit

Work must be carried out in accordance with the workplace requirements concerning the preparation of workplace documents/forms.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and the basic principles of report writing to the preparation of workplace documents/forms as part of work activities in the transport, stevedoring, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan workplace document	<ul style="list-style-type: none">1.1 Purpose and audience for the document are identified1.2 Appropriate format for the document is established to meet workplace requirements1.3 Relevant information is identified and selected for inclusion in the document
2 Prepare workplace document	<ul style="list-style-type: none">2.1 A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)2.2 Document is edited and presented in a final version appropriate to the task
3 Complete workplace forms	<ul style="list-style-type: none">3.1 Work related form(s) is interpreted to identify information required for its completion3.2 Required information for completion of form is gathered from relevant sources in accordance with workplace procedures3.3 Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the documents and/or forms being prepared

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the completion of documents/forms

Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems

Equipment and materials required for the completion of documents and forms and instructions and precautions for their use

Conventions for sentence construction, grammar, spelling, style and punctuation

Format and layout of various documents and forms used in workplace activities

Required skills:

Communicate effectively with others when preparing and completing workplace documents and forms

Read, write and comprehend simple statements in English

Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Work collaboratively with others when preparing and completing workplace documents and forms

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when preparing and completing workplace documents and forms in accordance with applicable regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Documents and forms may include:	routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned
Communication in the work area may include:	written, oral, aural or signed communications phone electronic data interchange (EDI) fax email internet radio
Hazards in the work area may include:	exposure to chemicals exposure to dangerous or hazardous substances movements of equipment, goods, materials and vehicular traffic
Consultative processes may involve:	other employees and supervisors suppliers, customers and clients relevant authorities and institutions

	management and union representatives industrial relations and OH&S specialists other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	goods identification numbers and codes manifests, picking slips, merchandise transfers, stock requisitions and bar codes Australian and international codes of practice and regulations relevant to workplace activities Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances operations manuals, job specifications and induction documentation manufacturers specifications for equipment workplace procedures and policies supplier and/or client instructions dangerous goods declarations and material safety data sheets (where applicable) award, enterprise bargaining agreement, other industrial arrangements relevant Australian standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may include:	codes and regulations relevant to workplace documents/forms being prepared Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)

licence, patent or copyright arrangements
water and road use and licence arrangements
export/import/quarantine/bond requirements
marine orders
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE507C Carry out basic workplace calculations

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.

Application of the Unit

Calculations are carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established mathematical principles and techniques in day-to-day work activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Carry out calculations	<ul style="list-style-type: none">1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks1.4 The functions of a calculator, numeric keypad or computer are used to perform workplace tasks1.5 Numerical information is self-checked and corrected for accuracy
2 Prepare estimates	<ul style="list-style-type: none">2.1 Quantities of materials and resources required to complete a work task are estimated2.2 The time needed to complete a work activity is estimated2.3 Accurate estimates for work completion are made
3 Interpret graphical representations of mathematical information	<ul style="list-style-type: none">3.1 Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Basic mathematical operations and techniques

Ways of representing basic mathematical information

Procedures for identifying and using relevant workplace technology when carrying out workplace calculations

Typical mathematical problems and appropriate action and solutions

Required skills:

Communicate effectively with others when carrying out basic workplace calculations

Read and interpret instructions, procedures and information relevant to basic workplace calculations

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when carrying out basic workplace calculations

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating

procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Calculations will be those involved in:

- basic routine work functions
- may occur by day or night and in a variety of work contexts

Calculations may involve:

- money
- volume
- weight
- time
- length and distance
- area
- perimeter

Mathematical operations may include:

- multiplication
- division
- addition
- subtraction
- percentages
- fractions

Consultative processes may include:

- staff members
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:

- manual techniques
- calculator

	computer
Information/documentation may include:	workplace procedures, checklists and instructions goods identification numbers and codes manifests, bar codes, goods and container identification manufacturers specifications workplace policies supplier and/or client instructions material safety data sheets relevant codes of practice including the national standards for manual handling and the industry safety code award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements quality assurance procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes dangerous goods and freight regulations and codes relevant Australian and state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE607D Collect, analyse and present workplace data and information

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others.

Application of the Unit

Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned.

Work is performed under general or limited supervision, generally within a team environment. It involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify required information	<ul style="list-style-type: none">1.1 Purpose of the information/data collection is identified1.2 Sources of information are established1.3 Appropriate information is collected
2 Prepare information for use	<ul style="list-style-type: none">2.1 Information is collated and analysed in accordance with workplace procedures2.2 Processed information is organised and presented in a logical manner2.3 Checks for accuracy are made
3 Explain information	<ul style="list-style-type: none">3.1 Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations3.2 Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources3.3 Questions are answered and appropriate clarifications are given
4 Present workplace information	<ul style="list-style-type: none">4.1 Processed information is forwarded to appropriate personnel in accordance with workplace procedures4.2 Processed information is collated and stored in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Sources of information and data and procedures for processing the information for workplace use

Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology

Presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them

Basic principles of effective presentation and communication of information

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Typical presentation and communication problems and appropriate action and solutions

Required skills:

Communicate effectively with others when collecting, analysing and presenting workplace data and information

Read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information

Interpret and follow operational instructions and prioritise work

Complete documentation related to the collection, analysis and presentation of workplace data and information

Identify and use required communication and presentation technology

Work collaboratively with others when collecting, analysing and presenting workplace data and information

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when collecting, analysing and presenting workplace data and information in accordance with regulatory requirements and workplace procedures

Plan own work including predicting consequences and identifying improvements

Implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Data collection, analysis and presentation will be:	that required for workplace operations may occur by day or night and in a variety of work contexts
Customers may be:	internal or external
Presentation modes may include:	written documentation oral reports group presentations using appropriate technology completion of standard forms and checklists routine written reporting entry of collected/processed information into a computer participation in workplace discussions
Presentations/communications may involve:	English-speaking persons multilingual staff persons with limited ability to communicate in English
Presentation/communication problems may include:	misunderstanding limited ability of others to communicate in English noisy environments or communications channels illegible writing or print use of non-standard vocabulary incorrect assumption that information has been received and/or correctly understood
Depending on workplace context, consultative processes may involve	managers supervisors/team leaders workplace personnel

clients
private and/or public sector security personnel
police
security consultants
visitors
contractors
official representatives
union representatives
industrial relations
OH&S specialists
other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Presentation/communication may involve the use of a range of technology, including:

phone
electronic data interchange
fax
email
internet
radio
overhead or computer controlled projector
plain or electronic white board
flip charts
microphone and amplifier
video player and monitor

Information/documentation may include:

workplace procedures, checklists and instructions
operations manuals
induction documentation
competency standards and training materials
job specifications

manufacturers specifications
HAZCHEM and dangerous/hazardous goods codes
goods identification numbers and codes
manifests, bar codes, goods and container identification
manufacturers specifications
workplace policies
supplier and/or client instructions
material safety data sheets
relevant codes of practice including the national standards for manual handling and the industry safety code
legislation, regulations and related documentation
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
dangerous goods and freight regulations and codes
relevant Australian and state/territory standards and certification requirements
relevant Australian and state/territory OH&S legislation
equal employment legislation and related policies
environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE707B Use communication systems

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation.

Application of the Unit

Work is carried out in accordance with relevant regulations and workplace procedures. Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify system features	<ul style="list-style-type: none">1.1 System features and control functions are identified1.2 Where relevant, battery and signal levels are monitored1.3 Mobile equipment is set up to optimise communication1.4 Where relevant, channels are selected appropriate to the communication
2 Communicate using communications technology	<ul style="list-style-type: none">2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturers instructions and workplace procedures2.2 Communication system is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements2.3 Telephone and radio security is maintained in accordance with workplace procedures2.4 Where relevant, channel selection is appropriate for the location and type of communication2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users2.6 Where applicable, PA system is used to communicate with passengers and crew as per standard operating procedures2.7 Where applicable, incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements2.8 Appropriate protocols and procedures are followed when using communications systems during emergencies

- 2.9 Received messages are interpreted and recorded, where required, in accordance with workplace procedures
 - 2.1 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes
- 0
- 3 **Maintain communication equipment operational status**
 - 3.1 Equipment is checked and maintained in working order in accordance with workplace procedures
 - 3.2 Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
- 4 **Complete documentation**
 - 4.1 Appropriate records of communications are maintained in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Protocols and procedures for communicating with others using relevant communication technology including the use of PA systems on passenger vehicles and trains

Procedures and protocols for the use of communication systems during an emergency

Features of various communications systems

Basic communication techniques including barriers to effective communication and how to overcome them

Basic principles of effective communication

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Pre-operational checks for communications systems and equipment

Minor routine maintenance procedures for communications equipment

Typical problems that may occur when using communications systems and appropriate action and solutions

Required skills:

Communicate effectively with others using available communications equipment

Read and interpret instructions and procedures relevant to the use of communications equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities when using communications equipment

Identify and use required communication technology

Work collaboratively with others when using communications equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when using communications equipment

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications equipment

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Monitor performance of communication equipment and take appropriate action if required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:

in confined spaces, exposed conditions and controlled or open environments
in a workplace, terminal, warehouse or depot
in a vehicle
on a vessel
on a train
on a worksite
at a client's workplace

Communication systems may include:

fixed phone systems
mobile phone, both on person or hands-free
radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine
PA systems on passenger vehicles, trains and aircraft

Worksite communication may include:

active listening
two-way conversation
questioning to obtain information and/or clarify information and understanding
routine oral reporting

Communications may involve:

English-speaking persons
multilingual staff
persons with limited ability to communicate in English

Communication problems may include:

misunderstanding
limited ability of others to communicate in English
noisy environments or communications channels
illegible writing or print

	use of non-standard vocabulary
	incorrect assumption that message has been received and/or correctly understood
	not following correct communication protocols and procedures
Communication may be with:	base personnel
	other drivers and workplace personnel
	passengers (where applicable)
	managers
	supervisors/team leaders
	suppliers and clients
	private and/or public sector security personnel
	police and other emergency services personnel
	security consultants
	other professional or technical staff
	local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documentation may include:	workplace communication procedures, protocols, checklists and instructions
	manufacturers specifications for communications equipment
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	communication records
	supplier and/or client instructions
	material safety data sheets
	relevant codes of practice including the national standards for manual handling and the industry safety code
	legislation, regulations and related

	documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
	dangerous goods and freight regulations and codes
	relevant Australian and state/territory OH&S legislation
	equal employment legislation and related policies
	environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIE807C Process workplace documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms.

Application of the Unit

Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned.

Work may be performed in team and autonomous working situations. It involves the application of established procedures in the completion of workplace documentation in the course of day-to-day operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan documentation	<p>1.1 Purpose of workplace documentation is identified and confirmed</p> <p>1.2 Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required</p>
2 Complete documentation	<p>2.1 Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures</p> <p>2.2 Information is entered into computer-based documents, where required</p> <p>2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Protocols and procedures for processing workplace documentation using relevant workplace technology

Requirements for workplace documentation, forms, logs or diaries

Sources of information for the completion of workplace documentation, forms, logs or diaries

Purpose of workplace documentation, forms, logs or diaries

Typical problems in processing of workplace documentation and appropriate action and solutions

Required skills:

Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries

Read, interpret and organise information needed for the completion and processing of workplace documentation, forms, logs or diaries

Interpret and follow operational instructions and prioritise work

Complete workplace documentation, forms, logs or diaries

Write and/or enter information into computer based documentation systems

Work collaboratively with others when completing and processing workplace documentation, forms, logs or diaries

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when completing and processing workplace documentation, forms, logs or diaries in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the completion and processing of workplace documentation, forms, logs or diaries

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in computing equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:

in confined spaces, exposed conditions and controlled or open environments
in a workplace, warehouse or depot
in a vehicle on the road
at a client's workplace

Types of documentation may include:

workplace and on-road transport memos
letters
diaries
logs
checklists
maintenance schedules
workplace forms and standard documents

Documentation and reporting systems will be:

as defined within workplace procedures

Documentation may be received from or sent to:

managers
supervisors/team leaders
other workplace personnel
clients
contractors
union representatives
official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation may include:

hard copy
computer-based documents and forms
faxes

	email
Information/documentation may include:	<p>workplace procedures, forms, checklists and instructions</p> <p>goods identification numbers and codes</p> <p>manifests, bar codes, goods and container identification</p> <p>manufacturers specifications</p> <p>workplace documentation policies</p> <p>supplier and/or client instructions</p> <p>material safety data sheets</p> <p>relevant codes of practice including the national standards for manual handling and the industry safety code</p> <p>legislation, regulations and related documentation</p> <p>award, enterprise bargaining agreement, other industrial arrangements</p> <p>standards and certification requirements</p> <p>quality assurance procedures</p> <p>emergency procedures</p>
Applicable regulations and legislation may include:	<p>relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes</p> <p>dangerous goods and freight regulations and codes</p> <p>relevant Australian and state/territory OH&S legislation</p> <p>equal employment legislation and related policies</p> <p>environmental protection regulations</p>

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIF1007C Apply fatigue management strategies

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply fatigue management strategies, including identifying and acting upon signs of fatigue and implementing appropriate strategies to minimise fatigue during work activities.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under some supervision generally within a team environment.

It involves the application of the relevant regulations, codes and guidelines of the Commonwealth Government and the state/territory authorities concerning fatigue management during work activities and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and act upon signs of fatigue	<p>1.1 Potential causes of fatigue are monitored and action taken to minimise their effects in accordance with company procedures</p> <p>1.2 Personal warning signs of fatigue are recognised and necessary steps are taken in accordance with workplace procedures to ensure that effective work capability and alertness are maintained</p>
2 Implement strategies to minimise fatigue	<p>2.1 Routes and schedules are assessed and planned to minimise fatigue</p> <p>2.2 Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised</p> <p>2.3 Strategies to manage fatigue are implemented in accordance with company policy</p> <p>2.4 Lifestyle choices are made which promote the effective long-term management of fatigue</p> <p>2.5 Effective practices in combating fatigue are adopted and applied</p> <p>2.6 Personal fatigue management strategies are communicated to other relevant people</p> <p>2.7 Appropriate counter measures are planned to combat fatigue</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant codes, regulations, permit and licence requirements related to fatigue management

Relevant OH&S regulations as they relate to fatigue

Workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents

Sources of information on fatigue

The risks and hazards created by fatigue in the workplace

How fatigue affects workplace performance

How fatigue contributes to workplace accidents

Ways of recognising fatigue

Strategies and ways of managing fatigue

Causes and effects of fatigue on workers/drivers

Factors which increase fatigue-related accidents

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when applying fatigue management strategies

Read and interpret instructions, procedures, regulations and signs related to fatigue management and apply them to work activities

Recognise symptoms of fatigue and take appropriate action in accordance with fatigue management regulations and workplace procedures

Work collaboratively with others to manage and minimise the effects of fatigue during work activities

Adjust lifestyle patterns to ensure effective fatigue management during work activities

Modify activities and take appropriate initiatives to manage fatigue in the workplace

depending on differing work contexts, risk situations and environments

Apply precautions and required action to minimise and control the effects of fatigue when carrying out own work functions

Adapt to changes in rosters and standard operating procedures as they may relate to fatigue management

Participate in identifying and meeting own learning needs on matters related to fatigue management

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:

any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

The need for fatigue management in a range of industry situations including:

operations conducted at all times but particularly at night
typical weather conditions
while working and/or driving at a workplace, depot, base or warehouse
while working and/or driving at a client's workplace or work site
driving a motor vehicle on the open road
driving a motor vehicle on a private road
driving a train, locomotive or motive power unit
operating a marine vessel in coastal or international waters
operating an aircraft
operating load shifting equipment
operating safety critical industrial plant and equipment

Work-related factors that may contribute to fatigue include:

work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Worker/operator-related factors that may contribute to fatigue include:

lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends

working multiple jobs

personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms

Responsibilities of individual for fatigue risk management may include:

following the organisation's fatigue management policy and procedures

using time away from work appropriately to rest and recover

checking and ensuring fitness for work

reporting symptoms of fatigue

taking action to minimise risk when symptoms of fatigue are recognised

Depending on the organisation operating procedures may include:

standard operating procedures

company procedures

enterprise procedures

organisational procedures

established procedures

Information and documents may include:

Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations

workplace instructions and procedures on fatigue management

relevant OH&S regulations and procedures

work schedules and shift rosters

emergency procedures

log book or record book (where required)

records and reports of fatigue-related errors and safety incidents

relevant standards and certification

requirements

quality assurance procedures

Applicable legislation, regulations and codes may include:

relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management

relevant state/territory road rules

relevant rail industry safe working codes and regulations (where applicable)

relevant state/territory permit regulations and requirements

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF107C Follow occupational health and safety procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to follow and apply OH&S procedures when carrying out work activities, including identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations and procedures. Work is performed under some supervision generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Follow workplace procedures for hazard identification and risk control	<p>1.1 Workplace procedures for dealing with accidents, fire and emergencies are known and followed</p> <p>1.2 Workplace procedures for OH&S and related work instructions for controlling risks in a workplace are accurately followed</p> <p>1.3 Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment</p> <p>1.4 Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities</p> <p>1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed</p> <p>1.6 Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures</p> <p>1.7 Established emergency and contingency plans are followed in the event of an emergency</p>
2 Contribute to arrangements for the management of occupational health and safety	<p>2.1 OH&S issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation</p> <p>2.2 Contributions to OH&S management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation</p> <p>2.3 OH&S issues are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation</p> <p>2.4 Participative arrangements for OH&S management in the workplace are contributed to within workplace procedures and scope of responsibilities</p>

and competencies

3 Complete occupational health and safety records

- 3.1 OH&S records for self are completed in accordance with workplace requirements
- 3.2 OH&S records and legal requirements for the maintenance of records of occupational injury and diseases are followed

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines

Risks when using manually-operated equipment to shift loads and related precautions to control the risk

Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents

Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems

Signs and signals used for OH&S warnings

Terms used in material safety data sheets (where relevant)

HAZCHEM symbols and implications for safe work and storage

Storage and use of hazardous substances

Handling of broken or damaged equipment

Manual and mechanically assisted lifting and load shifting procedures

Transport requirements for goods within workplace

Emergency and evacuation procedures

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when following OH&S procedures

Read and comprehend simple statements in English

Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to OH&S in the workplace

Operate electronic communication equipment to required protocol

Estimate the size shape and special requirements of loads

Work collaboratively with others when following OH&S procedures

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following OH&S procedures in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when following OH&S procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Workplace hazards may include:	chemicals and other harmful substances movements of equipment, goods, vehicles toxic substances damaged packing material and containers broken and damaged equipment flammable materials and fire hazards lifting practices waste management and disposal extremes in weather conditions lighting levels floor surfaces water hazards traffic flows, vehicle and equipment operation A range of storage areas
Personnel in the work area may include:	workplace personnel site visitors OH&S specialists union representatives contractors official representatives

Participative arrangements may include:	<ul style="list-style-type: none">formal and informal meetings which deal with OH&S issuesworkplace OH&S committeesother committees, for example, consultative, planning and purchasingOH&S representativessuggestions, requests, reports and concerns put forward by staff
Communication in the work area may include:	<ul style="list-style-type: none">phoneelectronic data interchangefaxemailinternetradio
Designated personnel may include:	<ul style="list-style-type: none">workplace personnelsupervisorsteam leadersmanagementoccupational health and safety personnelother persons authorised or nominated by the organisation
Personal protective equipment may include:	<ul style="list-style-type: none">glovessafety headwear and footwearsafety glassestwo-way radioshigh visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none">company proceduresenterprise proceduresorganisational proceduresestablished procedures
Information/documents may include:	<ul style="list-style-type: none">OH&S regulationsworkplace OH&S procedures and policiescodes of practice including the National

Standards for Manual Handling and the Industry Safety Code

ADG Code and material safety data sheets (where relevant)

policies and procedures for entry and work in confined spaces

manufacturers instructions concerning the use and servicing of equipment

supplier and/or client instructions

emergency procedures

regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues

goods identification numbers and codes

manifests, bar codes, goods and container identification

relevant legislation, regulations and related documentation

award, enterprise bargaining agreement, other industrial arrangements

standards and certification requirements

quality assurance procedures

Applicable regulations and legislation may include:

relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.

general duty of care under OH&S legislation

workplace relations regulations

workers compensation regulations

dangerous goods regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLIF1407C Develop and maintain a safe workplace

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to develop and maintain a safe workplace, including providing and informing personnel about OH&S legislation, codes and standards; planning and implementing safety requirements in accordance with regulations; monitoring, adjusting and reporting safety performance; investigating and reporting non-conformance; and evaluating the OH&S system and related policies, procedures and programs.

Application of the Unit

Work involves discretion and judgement in developing and maintaining a safe workplace. Work is performed under minimum supervision with general guidance on progress and outcomes of work. A range of opportunities may be used to develop awareness and practice of OH&S policies and procedures, to support the development of OH&S and risk management systems, and to encourage the achievement of the organisations OH&S goals and related key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan and implement safety requirements	<p>1.1 Health and safety risk assessments are made as part of all production planning exercises</p> <p>1.2 Policy and procedures are developed to implement requirements for a safe workplace</p> <p>1.3 Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards</p> <p>1.4 Safe operating procedures are documented and communicated</p> <p>1.5 Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments</p> <p>1.6 Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities</p> <p>1.7 Purchasing policy for the provision of goods and services is informed by OH&S considerations</p>
2 Inform and train personnel on OH&S legislation, codes and standards	<p>2.1 Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams</p> <p>2.2 Arrangements are made to provide information in a language, style and format which is understood by colleagues</p> <p>2.3 An OH&S training program is developed and implemented to identify and fulfil employees' OH&S training needs as part of the workplace's general training program</p>

- 2.4 Individuals/teams know their legal responsibility for maintaining a safe workplace and environment
 - 2.5 The implications of an unsafe workplace and environment are clear to all within the workplace
- 3 **Establish and maintain procedures for assessing and controlling safety risks**
 - 3.1 Safety risks presented by identified hazards are correctly assessed in accordance with OH&S legislation and codes of practice
 - 3.2 Activities are monitored to ensure that this procedure is adopted effectively throughout the area of managerial responsibility
 - 3.3 Risk assessment is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that the risk from hazards is not increased
 - 3.4 Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of control, relevant OH&S legislation, codes of practice and trends identified from the OH&S records system
 - 3.5 Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility
 - 3.6 Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included
- 4 **Monitor, adjust and report safety performance**
 - 4.1 Hazards are identified, assessed and prioritised for action
 - 4.2 Controls are selected to minimise risks to health and safety
 - 4.3 Waste recycling, reduction and disposal is carried out within legislative and organisational requirements
 - 4.4 Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups
 - 4.5 Individuals/teams are informed of improvements

- and alterations to occupational health and safety procedures in the workplace
- 4.6 Systems, records and reporting procedures are maintained according to legislative requirements
- 5 Evaluate the occupational health and safety system and related policies, procedures and programs**
- 5.1 The effectiveness of the OH&S system and related policies, procedures and programs is assessed according to the workplace's aims with respect to OH&S.
- 5.2 Improvements to the OH&S system are developed and implemented to ensure more effective achievement of the workplace's organisation's aims with respect to OH&S policies and objectives.
- 5.3 Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures
- 6 Investigate and report non-conformance**
- 6.1 Compliance with OH&S legislation and codes of practice is assessed to ensure that legal OH&S standards are maintained as a minimum
- 6.2 Non-conformance is investigated and dealt with according to legislative requirements
- 6.3 Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards
- 6.4 Changes to operations and practices are implemented to ensure that non-conformance is not repeated
- 7 Establish and maintain a system for OH&S records**
- 7.1 A system for keeping OH&S records is established and monitored to allow identification of patterns of occupational injury and disease within the area of managerial responsibility, including provision for relevant workplace OH&S reports to be submitted to management

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the management of personal work priorities and professional development

The systems of risk control recognising the significance of OH&S for effective workplace operation

Workplace business policies and plans related to OH&S issues

The significance of other management systems and procedures for OH&S

Hazards and associated safety risks that exist in the workplace

The range of control measures available for these safety risks

Considerations for choosing between different control measures

How to identify when expert advice is needed

Elements of an effective OH&S management system

Principles of risk management

Appropriate links to other management systems, for example contractors, maintenance and purchasing

The role of technical information and experts in designing hazard control measures, monitoring systems and health surveillance procedures

The hierarchy of hazard and risk control measures

Arrangements for participation and consultation over OH&S

Incident and accident investigation arrangements

Training, coaching and mentoring approaches appropriate for use in OH&S training programs

Typical problems that can occur when managing OH&S systems and related action that can

be taken

Required skills:

Communicate effectively with others when establishing a safe workplace

Read and interpret instructions, procedures, information, labels and signs relevant to developing and maintaining a safe workplace

Interpret and follow operational instructions and prioritise work

Complete documentation related to developing and maintaining a safe workplace

Operate electronic communication equipment to required protocol

Work collaboratively with others when developing and maintaining a safe workplace

Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S management systems

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when developing and maintaining a safe workplace in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan work activities, including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to improve OH&S compliance, information systems and reporting requirements

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S

standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site location large, medium and/or small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer/supplier contact and coordination
Work priorities and professional development are:	directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans
Workplace hazards may include but are not restricted to:	<ul style="list-style-type: none">moving heavy loads in an unsafe work environmentunsecured machinery, components or repaired equipmentslippery floorswelding equipmentsharp tools and implementspower toolsmoving and rotating machineryflammable liquids, vapours and fuelfaulty machinery, handling equipment and lifting gearusing equipment beyond safe working limitspoor housekeeping proceduresnon-compliance with safe working procedureselectrical wiring and systems, including exposed electrical circuitsworking at heights and in confined spacestoxic gases and substanceschemicals and other harmful substances

	damaged goods, pallets and containers dangerous/hazardous goods
Training activities may include:	attendance at formal education/training programs completion of internal short training programs attendances at relevant conferences, seminars and workshops reading of relevant journals and literature coaching/mentoring on the job workplace training projects
Consultative processes may involve:	OH&S specialists trainers other employees and supervisors management union representatives manufacturers representatives supplier representatives customers/clients other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	workplace OH&S procedures and policies workplace OH&S management system including hazard/safety risk control strategies OH&S training notes and materials journals and work-related literature concerning OH&S competency standards customer/client instructions customer service standards and procedures

workplace products and services information
quality assurance standards and procedures
relevant agreements, codes of practice
including the national standards for services
and operations

manufacturers/suppliers' specifications,
advice, recommended procedures, policies
and instructions

workplace guidelines on appropriate
workplace language and communication
strategies and interpretation of relevant
information

legislation, regulations and related
documentation relevant to business
operations

regulations and policies relating to
minimising risks to the environment and
ensuring compliance with OH&S
requirements

emergency procedures

Applicable regulations and legislation may
include:

relevant regulations, standards and codes of
practice

trading regulations relevant to business
operations

relevant Australian and state/territory OH&S
legislation including regulations and codes of
practice relating to hazards present in the
workplace or industry, including:

general duty of care under OH&S legislation
and common law

requirements for the maintenance and
confidentiality of records of occupational
injury and disease

requirements for provision of OH&S
information and training

provisions relating to health and safety
representatives and/or OH&S committees

provisions relating to OH&S issue resolution

environmental protection regulations

hazardous substances and dangerous goods codes

relevant Australian standards and certification requirements

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF1807B Operate firefighting equipment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to operate and check firefighting equipment in accordance with manufacturers instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the firefighting equipment to fight a fire, and checking that the firefighting equipment is operational.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice, regulations and workplace requirements concerning the operation and checking of firefighting equipment. Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the operation and maintenance of firefighting equipment as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check firefighting equipment	<ul style="list-style-type: none">1.1 Firefighting equipment is checked for serviceability as per manufacturers specifications and regulatory requirements1.2 Non-functioning equipment or equipment which is past its service date is identified and reported to designated personnel for replacement or service
2 Use firefighting equipment	<ul style="list-style-type: none">2.1 Equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturers instructions2.2 Fire is controlled using firefighting equipment according to manufacturers instructions and workplace emergency procedures2.3 Equipment is stored safely according to manufacturers instructions and workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian codes of practice, regulations and safeworking systems relevant to the use and checking of firefighting equipment

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the use and checking of firefighting equipment

The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment

The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment

Types of firefighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and basic checking of serviceability

Fixed fire prevention and extinguishing installations and their principles of operation

Firefighting techniques, agents and precautions applicable to different classes of fire

Typical problems that can occur with firefighting equipment and operations and appropriate action and solutions

Manufacturers instructions for the checking of firefighting equipment

Required skills:

Communicate effectively with others when fighting fires using firefighting equipment

Read and comprehend simple statements in English

Read and interpret instructions, procedures, regulations, signs and labels relevant to the use of firefighting equipment and apply them to work activities

Interpret and follow operational instructions and prioritise work

Work safely and collaboratively with others when fighting fires using firefighting equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using firefighting equipment in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when using firefighting equipment

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify firefighting activities and take appropriate initiatives depending on limits of responsibility, differing workplace contexts, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly select, use and carry out basic checks on firefighting equipment relevant to own work functions

Operate and adapt to differences in firefighting equipment and emergency procedures in the workplace

Monitor performance of firefighting equipment and take appropriate action is required

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Types of fires which may occur include:	Classes A, B, C and F in the standard classification of fires
Firefighting equipment, appliances and systems may include:	portable fire extinguishers including foam, water, CO ₂ , dry chemical and wet foam sprinkler systems fire hoses and hydrants fire blankets
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances live electrical circuits movements of equipment, goods, materials, trains and vehicular traffic
Consultative processes may involve:	other employees and supervisors current and potential customers suppliers, customers and clients relevant authorities and institutions management and union representatives industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI)

	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:	standard operating procedures
	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	protective clothing
	high visibility clothing
Information documents may include:	workplace fire emergency procedures and policies
	relevant OH&S and environmental protection regulations
	codes of practice and regulations relevant to fire emergencies, including safeworking regulations and local authority regulations and procedures
	Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances
	operations manuals, job specifications and induction documentation
	manufacturers specifications for firefighting equipment
	technical instructions
	electrified territory regulations
	dangerous goods declarations and material safety data sheets (where applicable)
	goods manifest

	award, enterprise bargaining agreement, and other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant codes, regulations and safeworking systems for the use and checking of firefighting equipment
	the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network
	Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
	relevant state/territory OH&S and environmental protection legislation
	workplace relations regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF207C Conduct housekeeping activities

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks.

Application of the Unit

Work must be carried out in accordance with workplace housekeeping procedures. Work is performed under some supervision generally within a team environment. It involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify the housekeeping requirements procedures, and resources of different areas of the workplace	<ul style="list-style-type: none">1.1 Workplace procedures for housekeeping are identified1.2 Equipment and consumables are selected in accordance with work area requirements1.3 Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed1.4 Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)
2 Monitor and maintain cleanliness and tidiness in the workplace	<ul style="list-style-type: none">2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees2.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures2.3 Housekeeping equipment and supplies are maintained and stored
3 Complete assigned housekeeping duties	<ul style="list-style-type: none">3.1 Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed3.2 Maintenance requirements of any damaged items are notified to appropriate personnel3.3 Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures3.4 Schedules and records for housekeeping duties are maintained3.5 Work areas are checked and meet required workplace standards3.6 Work is carried out following enterprise practices and safe work procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning housekeeping operations

Workplace procedures and policies for the carrying out housekeeping tasks in the workplace

Risks when carrying out housekeeping tasks and related precautions to control the risk

Housekeeping standards required in the workplace

Site layout and obstacles

Application of relevant industrial regulations and requirements

Servicing procedures for housekeeping equipment

Required skills:

Communicate effectively with others when carrying out housekeeping tasks

Read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace

Interpret and follow operational instructions and prioritise work

Complete documentation related to housekeeping in the workplace

Operate electronic communication equipment to required protocol

Work collaboratively with others when carrying out housekeeping tasks

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any problems, faults or malfunctions identified when carrying out housekeeping tasks in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during housekeeping activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Monitor condition and performance of housekeeping tools and equipment

Service housekeeping tools and equipment in terms of servicing schedule and standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The housekeeping tasks may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	tight or restricted spaces exposed conditions controlled or open environments
Housekeeping duties may include:	cleaning returning goods or equipment to storage repacking waste removal maintenance
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Depending on workplace context, personal protective equipment may include:	gloves safety headwear and footwear safety glasses

	two-way radios
	high visibility clothing
Information/documents may include:	OH&S and environmental protection regulations
	workplace housekeeping procedures and policies
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	material safety data sheets
	policies and procedures for entry and work in confined spaces
	manufacturers instructions concerning the use and servicing of equipment
	supplier and/or client instructions
	emergency procedures
	regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	workplace relations regulations
	dangerous goods and air freight regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF307C Implement and monitor occupational health and safety procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor OH&S procedures, including accessing information about OH&S and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events.

Application of the Unit

Work must be carried out in compliance with the relevant OH&S regulations and procedures. Work is performed under some supervision generally within a team environment. It involves the implementation and monitoring of established OH&S and hazard minimisation policies and procedures in workplace activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Access information about OH&S and the workplace policies and procedures	<ul style="list-style-type: none">1.1 Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed1.2 Information on workplace occupational health and safety policies, procedures and programs is stored in a readily accessible location and manner1.3 Information is accurately and clearly explained to the work team1.4 Information about the outcomes of risk identification and control procedures is provided to appropriate personnel
2 Implement and monitor procedures for identifying and assessing hazards	<ul style="list-style-type: none">2.1 Existing and potential hazards in the work area are identified and reported2.2 Identified hazards are assessed in relation to relative risk2.3 Appropriate action is initiated to minimise and control the risks/hazards
3 Implement and monitor procedures for controlling risks	<ul style="list-style-type: none">3.1 Existing risk control measures are implemented, monitored and reviewed3.2 Work procedures to control risks are implemented and adherence to them by the work group is monitored3.3 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel3.4 Procedures for monitoring and controlling risks provide for a hierarchy of control
4 Plan and supervise housekeeping arrangements	<ul style="list-style-type: none">4.1 Housekeeping tasks are identified and incorporated in enterprise work roles4.2 Housekeeping equipment is maintained

- 4.3 Team members are allocated housekeeping tasks and supervised
 - 4.4 Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements
- 5 **Implement and monitor procedures for dealing with hazardous events**
 - 5.1 Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken
 - 5.2 Hazardous events are investigated to identify causes
 - 5.3 Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues and are referred to designated personnel for implementation

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines

Risks when using manually-operated equipment to shift loads and related precautions to control the risk

Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents

Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems

Signs and signals used for OH&S warnings

Terms used in material safety data sheets

HAZCHEM symbols and implications for safe work and storage

Procedures for the storage and use of hazardous substances

Procedures for the storage and use of flammable materials

Manual and mechanically assisted lifting and load shifting procedures

Transport requirements for goods within workplace

Emergency and evacuation procedures

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when implementing and monitoring compliance with OH&S procedure and policies

Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of compliance with OH&S procedure and policies

Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the implementation and monitoring of compliance with OH&S procedure and policies

Operate electronic communication equipment to required protocol

Estimate the size, shape and special requirements of loads

Work collaboratively with others when implementing and monitoring compliance with OH&S procedure and policies

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and monitoring compliance with OH&S procedure and policies in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when implementing and monitoring compliance with OH&S procedure and policies

Ensure that precautions and required action are taken to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The implementation and monitoring of OH&S within work operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Workplace hazards may include:	chemicals and other harmful substances movements of equipment, goods, vehicles toxic substances damaged packing material and containers broken and damaged equipment inflammable materials and fire hazards lifting practices waste management and disposal extremes in weather conditions lighting levels floor surfaces water hazards traffic flows, vehicle and equipment operation dangerous storage areas violent incidents such as armed robberies
Responsibilities in the implementation/monitoring of OH&S may include:	provision of OH&S information to staff consultation and participation in meetings on OH&S matters emergency procedures and response

	housekeeping
	identifying and minimising workplace hazards
	assessing and controlling OH&S risks
	OH&S training and assessment
	use of personal protective equipment
	keeping of OH&S records
	reporting of OH&S issues and incidents
	resolution of OH&S issues
	checking work area and/or equipment before and during work
	participation in OH&S audits and workplace inspections
Controlling OH&S risks may include	measures to remove the cause of a risk at its source
	consultation with workers and their representatives
	application of the hierarchy of control, namely:
	elimination of the risk
	engineering controls
	administrative controls
	personal protective equipment
Procedures for dealing with hazardous events may include:	evacuation
	chemical containment
	first aid
	accident/safety incident reporting and investigation.
OH&S training may include:	induction training
	specific hazard training
	specific task or equipment training
	emergency and evacuation training
	training as part of broader programs, for example equipment operation
OH&S records may include:	OH&S audits and inspection reports

health surveillance and workplace
environmental monitoring records
records of instruction and training
manufacturers and suppliers information,
including material safety data sheets and
dangerous goods storage lists
hazardous substances registers
maintenance and testing reports
workers compensation and rehabilitation
records
first aid/medical post records.

Personnel in the work area may include:

workplace personnel and management
site visitors
OH&S specialists
union representatives
contractors
official OH&S representatives

Personal protective equipment may include:

gloves
safety headwear and footwear
safety glasses
two-way radios
high visibility clothing

Participative arrangements may include:

formal and informal meetings which deal
with OH&S issues
workplace OH&S committees
other committees, for example, consultative,
planning and purchasing
OH&S representatives
suggestions, requests, reports and concerns
put forward by staff

Designated personnel may include:

workplace personnel
supervisors
team leaders
management

	occupational health and safety personnel other persons authorised or nominated by the organisation
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	OH&S regulations, responsibilities and obligations workplace OH&S procedures and policies codes of practice including the National Standards for Manual Handling and the Industry Safety Code material safety data sheets policies and procedures for entry and work in confined spaces manufacturers instructions concerning the use and servicing of equipment supplier and/or client instructions emergency procedures regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues goods identification numbers and codes manifests, bar codes, goods and container identification relevant legislation, regulations and related documentation award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements quality assurance procedures
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. general duty of care under OH&S legislation

workplace relations regulations
workers compensation regulations
dangerous goods regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF607C Apply accident-emergency procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply accident emergency procedures, including responding to an incident, controlling and assisting at an accident or emergency site, finalising accident-emergency processes, and completing records, reports and other required documentation in accordance with regulatory requirements and workplace procedures.

Application of the Unit

Work must be carried out in accordance with OH&S codes/regulations and workplace requirements.

Work is performed under limited supervision. It involves the application of regulatory requirements and workplace procedures when responding to accident/emergencies in the workplace.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Respond to the incident	<ul style="list-style-type: none">1.1 Response to the incident or accident is in accordance with workplace emergency procedures and relevant regulatory requirements1.2 Details of the cause(s) and effects of the incident are identified and reported1.3 Assistance requirements for accidents and emergencies are clarified and reported immediately to the appropriate parties1.4 Requests for assistance are made to relevant personnel and emergency services
2 Control and assist at accident or emergency site	<ul style="list-style-type: none">2.1 Site is controlled and protected until the arrival of authorised personnel2.2 Assistance is provided to injured persons, within the limitations of duty of care and workplace procedures2.3 Relevant authorities at the site are cooperated with and assisted within workplace policies
3 Finalise accident - emergency process and complete records	<ul style="list-style-type: none">3.1 Relevant information is exchanged in accordance with state/territory law and workplace procedures3.2 Documentation and reports are completed and processed in accordance with workplace and relevant regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements applicable in accident/emergency situations

Relevant OH&S and environmental protection policies and procedures

Workplace procedures for accident-emergency response

Workplace emergency, fire and accident procedures

Site layout

Focus of operation of work systems, equipment or management, site and organisational operating and emergency procedures

Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken

Required skills:

Communicate effectively with others when responding to an accident or an emergency

Read and interpret instructions, procedures and information relevant to a response to an accident or an emergency

Interpret and follow operational instructions and prioritise work

Negotiate and resolve issues when responding to an accident or an emergency

Complete documentation related to a response to an accident or an emergency

Operate electronic communication equipment to required protocol

Work collaboratively with others when responding to an accident or an emergency

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may occur when responding to an accident or an emergency

Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S control procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when responding to an accident or an emergency

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and policies during a safety incident, accident or emergency

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments even or uneven surfaces wet or dry surfaces
Workplace hazards may include but are not restricted to:	moving heavy loads in an unsafe work environment unsecured machinery, components or repaired equipment slippery floors welding equipment sharp tools and implements power tools moving and rotating machinery flammable liquids, vapours and fuel faulty machinery equipment handling equipment and lifting gear using equipment beyond safe working limits poor housekeeping procedures non-compliance with safe working procedures electrical wiring and systems, including exposed electrical circuits working at heights and in confined spaces toxic gases and substances

	chemicals and other harmful substances
	damaged goods, pallets and containers
	dangerous/hazardous goods
Consultative processes may involve:	OH&S specialists
	trainers
	other employees and supervisors
	management
	union representatives
	manufacturers representatives
	supplier representatives
	customers/clients
	other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures
	enterprise plans/procedures
	organisational plans/procedures
	established plans/procedures
Information/documentation may include:	workplace accident-emergency procedures and policies
	workplace OH&S management system including hazard/safety risk control strategies
	OH&S training notes and materials
	journals and work related literature concerning OH&S
	competency standards
	customer/client instructions
	customer service standards and procedures
	workplace products and services information
	quality assurance standards and procedures
	relevant agreements, codes of practice including the national standards for services and operations
	manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions

Applicable regulations and legislation may include:

workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information

regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

emergency procedures

relevant regulations, standards and codes of practice

hazardous substances and dangerous goods codes

relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:

general duty of care under OH&S legislation and common law

requirements for the maintenance and confidentiality of records of occupational injury and disease

requirements for provision of OH&S information and training

provisions relating to health and safety representatives and/or OH&S committees

provisions relating to OH&S issue resolution

environmental protection regulations

relevant Australian standards and certification requirements including Australian Standard AS 1885.1

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF6307A Administer the implementation of fatigue management strategies

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to administer the implementation of fatigue management strategies, including monitoring the implementation of fatigue management strategies; and recognising breaches of fatigue management policies, procedures and regulations. It also includes developing and assessing staff competence in fatigue management; providing feedback to staff on any shortcomings in their fatigue management skills and knowledge; and reporting to management on the implementation of fatigue management policy.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the requirements of the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under limited supervision generally as a team leader or supervisor. It involves the application of relevant regulations and the principles of fatigue management when administering the implementation of an organisations fatigue management strategies during work operations in a defined workplace.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Monitor the implementation of fatigue management strategies	<ul style="list-style-type: none">1.1 Work activities of employees, subcontractors and suppliers in the supply chain of products and services are monitored in accordance with the organisation's fatigue risk management implementation plan1.2 Reviews are undertaken of scheduled versus actual hours of work and where a compliance breach is identified, appropriate action is taken to analyse the reasons concerned and to rectify the situation
2 Recognise breaches of fatigue management policies, procedures and regulations	<ul style="list-style-type: none">2.1 Signs and symptoms of fatigue in employees are identified in accordance with operational procedures2.2 Breaches of fatigue management policies, procedures and regulations in the work activities of employees, subcontractors and suppliers are recognised and reported as per standard procedures2.3 Errors and incidents traceable to non-compliance with fatigue management procedures and regulations are investigated and reported in accordance with operational procedures2.4 Appropriate action is taken in conjunction with employees, subcontractors or suppliers concerned to ensure ongoing and future compliance with the organisation's fatigue management policy and procedures

- 3 Develop and assess staff competence in fatigue management**
 - 3.1 Appropriate training programs and learning resources are developed and provided to ensure that employees understand the organisation's fatigue management policies and procedures and the risks, causes and consequences of fatigue
 - 3.2 Employees are assessed to confirm that they are competent in their understanding of the organisation's fatigue management strategies and can apply them to their day-to-day work activities and responsibilities
 - 3.3 Any deficiencies in the competence of individual employees to apply the organisation's fatigue management strategies to their work activities are identified, and appropriate learning opportunities are provided to the employee to enable her or him to achieve the competence required
- 4 Provide feedback to employees on any shortcomings in fatigue management skills and knowledge**
 - 4.1 Evidence of any shortcomings in an employee's implementation of fatigue management strategies is obtained and interpreted from observation of signs and symptoms of fatigue in their work activities, periodic evaluations of work performance, and assessments of competence carried out as part of training and learning activities
 - 4.2 Employees are provided with feedback on any identified shortcomings in their implementation of fatigue management strategies and appropriate support and counselling is provided on how they might address these shortcomings
 - 4.3 Where appropriate, further learning opportunities and information are provided to the employees to assist them in implementation of organisation's fatigue management strategies in their area of work activity
- 5 Report on the implementation of fatigue management policy**
 - 5.1 Periodic audits of the implementation of fatigue management strategies in the work areas of responsibility are carried out as per standard procedures
 - 5.2 Accidents and safety incidents are investigated and analysed to identify the extent to which fatigue might have been a contributing factor

- 5.3 Reports on the implementation of the organisation's fatigue risk management system are prepared and submitted to designated personnel as per standard procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant codes, regulations, permit and licence requirements related to fatigue management

Relevant OH&S regulations as they relate to fatigue

Organisation's fatigue risk management system as it relates to the operational areas being administered

Organisation's fatigue risk management system and the workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents

Responsibilities of both the organisation and individual employees for the implementation of fatigue management regulations and policies in an organisation including suppliers and sub-contractors in the supply chain of the organisation's services and products

Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for reporting the outcomes of audits

The risks and hazards created by fatigue in the workplace

Causes and consequences of fatigue on both employees and an organisation

How fatigue affects workplace performance

How fatigue contributes to workplace accidents

Ways of recognising fatigue

Strategies and ways of managing fatigue

Factors which increase fatigue-related accidents

Lifestyles which promote the effective long-term management of fatigue

Ways of assisting individuals to assess their own sleep patterns and to evaluate their own fitness for work. This may include information on identifying sleep disorders and obtaining appropriate treatment

Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being

insufficient, and refresher training on fatigue management

Processes and resources for assessing employees' competence in fatigue management

Ways of providing feedback to employees on any identified deficiencies in their competence to implement fatigue management strategies

Required skills:

Communicate effectively with others when implementing the organisation's fatigue risk management system

Read and interpret documentation on an organisation's fatigue risk management system and related policy, instructions, procedures and regulations related to fatigue management and apply them to supervisory activities

Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system

Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system

Plan and organise training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system

Plan and carry out audits and reviews of an organisation's fatigue risk management system

Modify activities and take appropriate initiatives to administer the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments

Adapt to any changes in regulations policies and procedures as they may relate to fatigue management

Assist employees to identify their own learning needs on matters related to fatigue management

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:	any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night
Components of a fatigue risk management system include:	risk management policy documents risk management procedures risk management competence assessment processes risk management training and learning opportunities hazard control system
The need for fatigue management in a range of industry situations including:	operations conducted at all times but particularly at night typical weather conditions while working and/or driving at a workplace, depot, base or warehouse while working and/or driving at a client's workplace or work site driving a motor vehicle on the open road driving a motor vehicle on a private road driving a train, locomotive or motive power unit operating a marine vessel in coastal or international waters operating an aircraft operating load shifting equipment operating safety critical industrial plant and equipment
Work-related factors that may contribute to fatigue include:	work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks)

	and boring, monotonous or under-challenging tasks)
	organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work
Worker/operator-related factors that may contribute to fatigue include:	<p>lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends</p> <p>working multiple jobs</p> <p>personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms</p>
Responsibilities of organisation for fatigue risk management may include:	<p>providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems</p> <p>ensuring work schedules provide adequate opportunity for rest and recovery between shifts</p> <p>assessing work tasks for fatigue related risk and redesigning if necessary</p> <p>managing fatigued employees</p>
Responsibilities of individual for fatigue risk management may include:	<p>following the organisation's fatigue management policy and procedures</p> <p>using time away from work appropriately to rest and recover</p> <p>checking and ensuring fitness for work</p> <p>reporting symptoms of fatigue</p>
Fatigue management competency-based training may include:	initial induction training (incorporating a basic fatigue management component)

	fatigue management awareness training
	in-depth training on fatigue and fatigue management techniques
	remedial training where existing competence is assessed as being insufficient
	refresher training on fatigue management
Depending on the organisation operating procedures may include:	standard operating procedures
	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information and documents may include:	Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
	fatigue risk management system documents
	workplace instructions and procedures on fatigue management
	reports of audits of fatigue risk management system
	error and safety incident reports
	relevant OH&S regulations and procedures
	relevant standards and certification requirements
	quality assurance procedures
Applicable legislation, regulations and codes may include:	relevant regulations and codes of the Commonwealth Government and the state/territory roads and traffic authorities concerning fatigue management
	relevant state/territory road rules
	relevant rail industry safe working codes and regulations (where applicable)
	relevant state/territory permit regulations and requirements
	relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF6407A Manage fatigue management policy and procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to manage fatigue management policy and procedures in an organisation, including identifying legal requirements, liabilities and responsibilities; establishing and/or improving fatigue management implementation plan and related policy and procedures; and acting appropriately upon reports on the implementation of fatigue management policy and any identified breaches of fatigue management regulations. It also includes ensuring that the operations systems are compliant with fatigue management regulations and policy; planning and organising adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under minimum supervision generally as a manager. It involves the application of relevant regulations and the principles of fatigue management to the management of an organisations fatigue management policies and procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify or confirm fatigue management legal requirements and responsibilities	<p>1.1 Current legal requirements, liabilities and responsibilities for effective fatigue management within the organisation are identified and interpreted</p> <p>1.2 Any existing fatigue management plans, policies and procedures are obtained and reviewed</p> <p>1.3 Internal risks concerning the potential effects of fatigue are identified or confirmed and reviewed</p> <p>1.4 External risks within the supply chain of the organisation's services and/or products concerning the potential effects of fatigue are identified or confirmed and reviewed in accordance with regulations on fatigue management and the related chain of responsibility</p>
2 Establish and improve fatigue management policy and procedures	<p>2.1 A fatigue risk management system implementation plan for the organisation is developed or reviewed and improved</p> <p>2.2 The fatigue risk management policy and procedures for the organisation are developed or reviewed and improved in conjunction with relevant personnel</p> <p>2.3 Feedback is obtained from key stakeholders both within and outside of the organisation on the implementation plan and the related policy and procedures</p> <p>2.4 Appropriate adjustments are made to the plan, policy and procedures based on the feedback received</p>

- 2.5 Managerial approval for the fatigue risk management system implementation plan and the related policy and procedures is obtained in accordance with organisational procedures
 - 2.6 The fatigue risk management system implementation plan and the related policy and procedures are distributed and presented to relevant personnel in the organisation for implementation
- 3 **Act upon reports on the implementation of fatigue management policy**
 - 3.1 Reports from designated personnel on the implementation of the organisation's fatigue risk management system implementation plan and the related policy and procedures are received and interpreted
 - 3.2 Accidents and safety incidents are reviewed and/or investigated and analysed to identify the extent to which fatigue might have been a contributing factor
 - 3.3 Information provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented is analysed and an appropriate managerial response and related action is initiated
 - 3.4 Opportunities for improvements to the organisation's fatigue risk management system implementation plan and its related policy and procedures are identified and appropriate action is taken to make the necessary adjustments
- 4 **Act upon identified breaches of fatigue management regulations**
 - 4.1 Identified or reported breaches of fatigue management policy are investigated in accordance with organisational procedures and regulatory requirements
 - 4.2 Action is taken to ensure that internal and/or external personnel who may have contributed to any breach of fatigue management policy are provided with appropriate feedback and information to avoid any recurrence of the breakdown in planned fatigue management processes
 - 4.3 Where organisational procedures or culture is found to have contributed to a breach in fatigue management policy, appropriate action is taken to

- improve the procedures or address the culture in ways that aim to avoid any recurrence of the breakdown in planned fatigue management processes
- 4.4 A report on any breaches of fatigue management policy is prepared and submitted to designated personnel as per organisational procedures together with details of action taken to prevent a recurrence
- 5 Ensure that operations systems are compliant with fatigue management regulations and policy**
- 5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organisation's fatigue management regulations and policy
- 5.2 Where necessary, changes are made to operations systems and standard operating procedures to ensure that they are compliant
- 5.3 In accordance with the principles of 'chain of responsibility', appropriate discussions are held with relevant personnel in supplier or subcontractor companies in the organisation's supply chain to ensure their operation's systems and standard operating procedures are compliant with the fatigue management regulations and policy
- 6 Plan and organise adequate resources and operational systems**
- 6.1 Organisational budgets and resource allocation strategies are planned to provide adequate resources for the implementation of the organisation's fatigue risk management system
- 6.2 Periodic reviews are undertaken of budgetary and resource allocation arrangements as they relate to the implementation of the organisation's fatigue risk management systems and appropriate improvements are made if required
- 7 Facilitate the training and assessment of staff on fatigue management policy and procedures**
- 7.1 Organisational training systems are planned to provide competency-based on the job and off the job training and assessment opportunities as detailed in the organisation's strategic plan
- 7.2 Team leaders and supervisory and training staff are provided with adequate opportunities to develop the required expertise to contribute to the organisation's fatigue management training and assessment activities

- 7.3 Periodic reviews are undertaken of fatigue management training systems and appropriate improvements are made if required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant legislation, regulations, permit and licence requirements related to fatigue management

Relevant OH&S regulations as they relate to fatigue

Components of a fatigue risk management system and policies and procedures related to fatigue management, and the control of factors that can contribute to fatigue and fatigue-related accidents

Responsibilities of both an organisation and individual employees for the implementation of fatigue management regulations and policies, including requirements agreed with suppliers and sub-contractors in the supply chain of the organisation's services and products

Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for the reporting of the outcomes of audits

Budgetary and resource requirements for the implementation of an organisation's fatigue risk management system

Processes and resources for assessing employees' competence in fatigue management

Systems for auditing of the effectiveness and efficacy of an organisation's fatigue risk management strategies, policies and procedures

Strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor

Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management

Sources of information on fatigue

The risks and hazards created by fatigue in the workplace

How fatigue affects workplace performance

How fatigue contributes to workplace accidents

Ways of recognising fatigue

Fatigue reduction and proofing strategies available to an organisation that can minimise the risk of errors and safety incidents due to fatigue such as assigning low risk tasks to periods when fatigue risk is higher

Causes and effects of fatigue on employees

Strategies and ways to manage fatigue

Factors which increase fatigue-related errors and accidents

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when implementing the organisations's fatigue risk management system

Read and interpret documentation on fatigue management legislation and the organisation's fatigue risk management system and apply them to management activities

Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system

Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system

Plan and organise budgetary requirements and resource allocation for the implementation of an organisation's fatigue risk management system

Organise audits and reviews of an organisation's fatigue risk management system

Modify activities and take appropriate initiatives to manage the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments

Adapt to any changes in legislation and regulations as they may relate to fatigue management

Facilitate systems that assist employees to identify their own learning needs on matters related to fatigue management

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:	any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night
Components of a fatigue risk management system include:	risk management policy documents risk management procedures risk management competence assessment processes risk management training and learning opportunities hazard control system
The need for fatigue management in a range of industry situations including:	operations conducted at all times but particularly at night typical weather conditions while working and/or driving at a workplace, depot, base or warehouse while working and/or driving at a client's workplace or work site driving a motor vehicle on the open road driving a motor vehicle on a private road driving a train, locomotive or motive power unit operating a marine vessel in coastal or international waters operating an aircraft operating load shifting equipment operating safety critical industrial plant and equipment
Work-related factors that may contribute to fatigue include:	work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks)

	and boring, monotonous or under-challenging tasks)
	organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work
Worker/operator-related factors that may contribute to fatigue include:	<p>lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends</p> <p>working multiple jobs</p> <p>personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms</p>
Responsibilities of organisation for fatigue risk management may include:	<p>providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems</p> <p>ensuring work schedules provide adequate opportunity for rest and recovery between shifts</p> <p>assessing work tasks for fatigue related risk and redesigning if necessary</p> <p>managing fatigued employees</p>
Responsibilities of individual for fatigue risk management may include:	<p>following the organisation's fatigue management policy and procedures</p> <p>using time away from work appropriately to rest and recover</p> <p>checking and ensuring fitness for work</p> <p>reporting symptoms of fatigue</p>
Fatigue management competency-based training may include:	initial induction training (incorporating a basic fatigue management component)

	fatigue management awareness training
	in-depth training on fatigue and fatigue management techniques
	remedial training where existing competence is assessed as being insufficient
	refresher training on fatigue management
Depending on the organisation, operating procedures may include:	standard operating procedures
	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information and documents may include:	Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
	fatigue risk management system documents
	workplace instructions and procedures on fatigue management
	reports of audits of fatigue risk management system
	error and safety incident reports
	relevant OH&S regulations and procedures
	relevant standards and certification requirements
	quality assurance procedures
Applicable legislation, regulations and codes may include:	relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management
	relevant state/territory road rules
	relevant rail industry safe working codes and regulations (where applicable)
	relevant state/territory permit regulations and requirements
	relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF707C Implement and coordinate accident-emergency procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident. Work is performed under some supervision generally within a team environment. It involves the application of the basic emergency response principles to the implementation of accident-emergency procedures including the provision of assistance ranging from simple injuries to the application of life support systems.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Respond to the incident	<ul style="list-style-type: none">1.1 Details of incidents, accidents and emergencies are received, analysed and confirmed1.2 Immediate coordination requirements are identified and actioned in accordance with organisation procedures1.3 Travel to the incident site is by the shortest, fastest, legal means and routes
2 Coordinate on-site activities	<ul style="list-style-type: none">2.1 Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action2.2 Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures2.4 Assistance is provided to relevant authorities within legal and policy limitations
3 Complete follow-up actions	<ul style="list-style-type: none">3.1 Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures3.2 Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures3.3 Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies

Risks and hazards in the workplace and related precautions to control the risk

Workplace procedures and policies for responding to accident/emergency situations

Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case

Types of emergency equipment in the workplace and instructions for its use

Site layout and obstacles

Means to control and organise the accident scene, provide practical assistance and cooperate with others at the scene

Focus of operation of work systems, equipment, management and site operating systems

Required skills:

Communicate effectively with others when implementing and coordinating accident and emergency procedures

Read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures

Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the implementation and coordination of accident and emergency procedures

Operate electronic communication equipment to required protocol

Work collaboratively with others when implementing and coordinating accident and emergency procedures

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and coordinating accident and emergency procedures in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may occur when implementing and coordinating accident and emergency procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and use emergency equipment, processes and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: in a range of work environments and weather conditions

by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites

Work may be conducted in: restricted spaces
exposed conditions
controlled or open environments

Action to be taken in the event of an accident-emergency may include: identifying and following established emergency procedures
assessing the nature and extent of the emergency
rendering assistance and first aid
isolating and coordinating safety of the scene
alerting relevant organisational personnel and emergency services
recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements

Emergency equipment may include: first aid kit
fire extinguishers
fire hose
fire blanket
resuscitation equipment

Hazards in the work area may include: exposure to chemicals
exposure to dangerous or hazardous substances
movements of equipment, goods and materials

	accidents involving chemicals, toxic substances and other harmful substances
	accidents involving equipment and vehicles
	explosion and/or fire
	personal accidents including lifting injuries
	waste management and disposal
	violent incidents such as armed robberies
Consultative processes may include:	workplace personnel and management
	designated workplace emergency officers
	emergency services personnel including ambulance, police, fire services, etc.
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
	site visitors
	contractors
	official representatives
Communication in the work area may include:	phone
	electronic data interchange
	fax
	email
	internet
	radio
	oral, aural or signed communications
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
	breathing apparatus
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures

	established procedures
Information/documents may include:	workplace emergency/fire/accident procedures
	workplace procedures for the use of emergency equipment and personal protection equipment
	first aid instructions and procedures
	manufacturers instructions concerning the use and servicing of equipment
	manifests, bar codes, goods and container identification goods identification numbers and codes
	material safety data sheets
	codes of practice including the Dangerous Goods Code
	IMDG code markings, HAZCHEM codes and where applicable emergency information panels
	relevant legislation, regulations and related documentation related to emergency response situations
	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	supplier and/or client advice on the hazards involved with goods or cargo
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	emergency procedures regulations
	dangerous goods and hazardous goods regulations
	relevant Australian standards and certification including Australian Standard AS 2865 - Safe Working in a Confined Space Code
	workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIF907C Conduct cleaning operations in enclosed spaces

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct cleaning operations in enclosed spaces, including identifying cleaning risks, planning cleaning operations, and cleaning the required enclosed space in accordance with operational requirements.

Application of the Unit

Work must be carried out in accordance with regulations and procedures for conducting cleaning operations in enclosed spaces.

Work is performed under some supervision generally within a team environment. It involves the application of established safety procedures and regulatory requirements to the conduct of cleaning operations in enclosed spaces.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify risks and plan operation	<ul style="list-style-type: none">1.1 Requirements for the cleaning operation are assessed1.2 Potential risks or hazards to self, the environment or others are identified1.3 Relevant information including workplace procedures and safety codes are identified and read1.4 Cleaning and personal protective equipment and consumables are identified1.5 Requirements are assembled in accordance with national standards, safety codes and workplace procedures1.6 Work is planned identifying critical parameters of the work
2 Clean required enclosed space	<ul style="list-style-type: none">2.1 Unauthorised persons are removed from the work area2.2 Engineering and personal safety equipment is used2.3 Unwanted labels are removed2.4 Cleaning products, where used, are mixed in accordance with manufacturers and workplace instructions2.5 Containers are swept out and washed so that mud, grime and any residue from products stored in the containers are removed2.6 Security of chemicals and equipment is maintained2.7 Run-off is contained and wastes are disposed of in accordance with local laws and workplace procedures2.8 Relevant documentation is completed2.9 Equipment used for the process is checked and stored

- 2.1 Worksite is checked and returned to operational
- 0 status

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S regulations, codes and guidelines concerning cleaning operations in enclosed spaces including Australian Standard AS 2865 - Safe Working in a Confined Space Code

Workplace procedures and policies for carrying out cleaning operations in enclosed spaces

Risks when carrying out cleaning operations in enclosed spaces and related precautions to control the risk

Procedures for carrying out tests for contaminant gases in enclosed spaces prior to performing cleaning operations

Site layout and obstacles

Application of relevant industrial regulations and requirements

Maintenance procedures for cleaning equipment

Required skills:

Communicate effectively with others when conducting cleaning procedures in enclosed spaces

Read and interpret instructions, procedures, information and signs relevant to cleaning procedures in enclosed spaces

Identify container and goods coding, ADG and IMDG markings and where applicable emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to cleaning procedures in enclosed spaces

Operate electronic communication equipment to required protocol

Work collaboratively with others when conducting cleaning procedures in enclosed spaces

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may

occur when conducting cleaning procedures in enclosed spaces in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events that may arise when conducting cleaning procedures in enclosed spaces

Apply precautions and required action to minimise, control or eliminate hazards that may exist during cleaning procedures in enclosed spaces

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use equipment, cleaning materials, processes and procedures for carrying out cleaning operations in enclosed spaces

Identify, select and use emergency equipment, processes and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Follow routine servicing procedures for cleaning tools and equipment

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The housekeeping tasks may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted:	in confined restricted enclosed spaces
Focus of cleaning operations may include:	containers tanks other enclosed spaces
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances toxic gas movements of equipment, goods and materials
Critical parameters for cleaning operations in enclosed spaces include:	workplace personnel sequence of operations precautions for self, others and work area relevant workplace procedures to be followed emergency precautions, tests and procedures evacuation and rescue procedures
Personnel in the work area may include:	other workplace personnel and managers site visitors contractors official representatives including OH&S specialists
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures

Depending on workplace context, personal protective equipment may include:

organisational procedures
established procedures
gloves
safety headwear and footwear
safety glasses
two-way radios
high visibility clothing
breathing apparatus

Information documents may include:

workplace procedures and policies for cleaning operations including those in confined spaces
OH&S and environmental protection regulations
relevant codes of practice including the National Standards for Manual Handling and the Industry Safety Code
material safety data sheets
policies and procedures for entry and work in confined spaces
manufacturers instructions concerning the use and servicing of equipment
supplier and/or client instructions
emergency procedures
goods identification numbers and codes
manifests, bar codes, goods and container identification
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements, specifically Australian Standard AS 2865 - Safe Working in a Confined Space
quality assurance procedures

Applicable regulations and legislation may include:

relevant state/territory OH&S legislation and regulations pertaining to cleaning operations and working in confined spaces
relevant state/territory environmental protection legislation

relevant Australian standards and
certification including Australian Standard
AS 2865 - Safe Working in a Confined
Space Code

workplace relations regulations

dangerous and hazardous goods regulations

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIG107C Work effectively with others

Modification History

Not applicable.

Unit Descriptor

This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities.

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulatory requirements.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute to determination of appropriate work roles	<p>1.1 Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures</p> <p>1.2 Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity</p>
2 Contribute to the planning of the activity	<p>2.1 Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures</p>
3 Work with others	<p>3.1 Forms of communication appropriate to the activity are used</p> <p>3.2 Assistance in the completion of the activities is requested where appropriate</p> <p>3.3 Contributions to the achievement of a required outcome are made</p> <p>3.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate</p> <p>3.5 Problems are discussed and resolved where possible through agreed and accepted processes</p> <p>3.6 Suggestions for improvements to processes are made and discussed within the team</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant workplace standards and procedures and duty of care requirements

Relevant OH&S and environmental protection procedures and responsibilities

Workplace structures and the roles and responsibilities of team/group members

Basic principles of teamwork

Typical misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Required skills:

Communicate effectively with others when completing work activities

Read and interpret instructions, procedures, information and signs relevant to working with others as a team

Interpret and follow operational instructions and prioritise work within the team

Operate electronic communication equipment to required protocol when communicating with others in the workplace

Work collaboratively with others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when working with others in a work environment

Monitor team activities in terms of planned schedule

Modify team activities depending on differing operational contingencies, risk situations and

environments

Adapt to any differences in language and culture in accordance with standard operating procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work:	involves basic routine work operations carried out in collaboration with others may occur by day or night may be in a variety of work contexts
Customers may be:	internal or external
Enterprises may comprise:	large, medium or small worksites
Work colleagues may include:	English-speaking persons multilingual staff persons with limited ability to communicate in English persons from a range of cultural backgrounds
Personnel in work area may include:	managers supervisors/team leaders workplace personnel visitors contractors official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Communication may involve the basic use of a range of communication technology including:	phone electronic data interchange (EDI) fax email internet radio

Information/documentation may include:

- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork

TLIG207C Lead a work team or group

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance.

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulations.
Work is performed under some supervision, generally within a team environment.
Work involves the application of established procedures to the provision of leadership within a work team or group.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Participate in team/group planning	<p>1.1 Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements</p> <p>1.2 Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements</p> <p>1.3 Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturers procedures</p>
2 Manage and develop team/group performance	<p>2.1 Task activities are assigned to team/group members based on their areas of competence and expertise and their availability</p> <p>2.2 Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies</p> <p>2.3 Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures</p>
3 Participate in and facilitate the work team/group	<p>3.1 Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks</p> <p>3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility</p>

- 4 **Document and review work team/group tasks**
- 4.1 All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturers and enterprise requirements
 - 4.2 The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for leading work teams

Techniques to encourage appropriate participation of team/group members

Coaching and mentoring approaches

Workplace policies and plans including procedures for training and development

Principles, duty of care and obligations within the chains of responsibility in the transport industry

Strategies to implement continuous improvement processes

Typical problems that can occur when leading a work team and related appropriate action that can be taken

Required skills:

Communicate effectively with others when leading a work team

Read and interpret instructions, procedures and information relevant to team leadership and team activities

Negotiate and work effectively with team members

Interpret and follow operational instructions and prioritise work

Complete documentation related to team leadership and team activities

Operate electronic communication equipment to required protocol

Provide leadership and encouragement to team members

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when leading a work

team in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when leading a work team

Apply precautions and required action to minimise, control or eliminate hazards that may exist during team activities

Plan team activities, including predicting consequences and identifying improvements

Monitor team activities in terms of planned schedule

Modify team activities depending on differing operational contingencies, risk situations and environments

Ensure application of fatigue management knowledge and techniques

Operate and adapt to any differences in language and culture amongst team members

Identify and recommend improvements to services, resource allocation and use

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work involves:	completion of workplace activities as a leader of a work team
Work may occur:	by day or night in a variety of work contexts
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Team members may include:	English-speaking persons multilingual staff persons with limited ability to communicate in English persons from a range of cultural backgrounds permanent, part-time and/or casual staff
Consultative processes may include:	other members of the team supervisors/team leaders workplace personnel visitors contractors official representatives union representatives industrial relations and OH&S specialists other professional or technical staff managers
Communication may involve the basic use of a range of communication technology including:	phone electronic data interchange (EDI) fax email internet radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Information/documentation may include:

workplace procedures, checklists and instructions
goods identification numbers and codes
manifests, bar codes, goods and container identification
manufacturers specifications
workplace policies
supplier and/or client instructions
material safety data sheets
relevant codes of practice including the national standards for manual handling and the industry safety code
legislation, regulations and related documentation
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
dangerous goods and freight regulations and codes
relevant Australian and state/territory OH&S legislation
equal employment legislation and related policies
environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork

TLIG607C Facilitate work teams

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to lead and facilitate work teams, including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in and facilitating the work of work teams/groups.

Application of the Unit

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in the facilitation of work teams or groups.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives. Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Participate in team planning	<ul style="list-style-type: none">1.1 The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives1.2 The team performance plan contributes to the organisation's business plan, policies and practices1.3 The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies1.4 The team includes in its plans ways in which it can benefit from the diversity of its membership
2 Develop team commitment and cooperation	<ul style="list-style-type: none">2.1 The team uses open communication processes to obtain and share information2.2 The team encourages and exploits innovation and initiative2.3 Support is provided to the team to develop mutual concern and camaraderie
3 Manage and develop team performance	<ul style="list-style-type: none">3.1 The team is supported in making decisions within agreed roles and responsibilities3.2 The results achieved by the team contribute positively to the organisation's business plans3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals3.4 Mentoring and coaching supports team members to enhance personal and collective knowledge and skills

- 3.5 Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)
- 4 **Encourage and facilitate the work of teams**
 - 4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes
 - 4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions
 - 4.3 The team receives support to identify and resolve problems which impede performance

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant and regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the facilitation of work teams

Mechanisms to encourage team decision making, and reward and support team achievement

Coaching and mentoring approaches to support team members to share knowledge and skills

Workplace policies and plans including procedures for training and assessment

Strategies to implement continuous improvement processes

Typical problems that can occur when facilitating work teams, and related appropriate action that can be taken

Principles, duty of care and obligations within the chains of responsibility in the transport industry

Required skills:

Communicate effectively with others when facilitating the operation of work teams

Read and interpret instructions, procedures, information and signs relevant to work team functions and management

Interpret and follow operational instructions and prioritise work

Negotiate and work effectively with others

Complete documentation related to team activities and organisation

Operate electronic communication equipment to required protocol

Lead and encourage others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when facilitating the operation of work teams in accordance with workplace procedures

Ensure implementation of contingency plans for unplanned events that may occur during team activities

Identify improvements to services, resource allocation and use

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Ensure implementation of fatigue management policies and procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi site location large, medium and/or small organisations
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Teams may be:	new or long established within a functional area drawn from across the organisation
Team membership may be:	changing on a regular basis evolving within the overall context of change within the enterprise
Team members/leaders may include:	English-speaking persons multilingual staff persons with limited ability to communicate in English persons from a range of cultural backgrounds
Consultative processes may involve:	members and leaders of work teams other employees and supervisors customers/clients manufacturers and suppliers relevant authorities management union representatives OH&S specialists, other maintenance, professional or technical staff
Communications systems may involve:	face-to-face discussions or group meetings

	telephone
	fax
	email
	mail
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	workplace policies and procedures customer/client instructions and requirements customer service standards and procedures workplace products and services information quality assurance standards and procedures relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information emergency procedures regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice relevant Australian and state/territory OH&S legislation regulations on equal opportunity, equal employment opportunity and affirmative action environmental protection regulations

hazardous substances and dangerous goods codes

relevant Australian standards and certification requirements

licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork

TLIG707B Work in a socially diverse environment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Communicate with customers and colleagues from diverse backgrounds	<ul style="list-style-type: none">1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity1.2 Verbal and non-verbal communication takes account of cultural differences1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language1.4 Assistance from colleagues, reference books or outside organisations is obtained when required
2 Deal with cross-cultural misunderstandings	<ul style="list-style-type: none">2.1 Issues which may cause conflict or misunderstanding in the workplace are identified2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders2.3 When difficulties or misunderstandings occur, possible cultural differences are considered2.4 Efforts are made to resolve the misunderstanding, taking account of cultural considerations2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow-up

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees

Recognition of the different cultural groups in Australian society

Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples

Recognition of various international customer groups (as appropriate to the sector and individual workplace)

Principles that underpin cultural awareness

Knowledge of what it means to be 'culturally aware'

Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them

Required skills:

Communicate effectively with others when working in a socially diverse environment

Read and interpret instructions, procedures, information and signs relevant to working in a socially diverse environment

Interpret and follow operational instructions and prioritise work

Complete documentation related to working in a socially diverse environment

Work collaboratively with others in a socially diverse environment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when working in a socially diverse environment in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Cultural differences may include but are not limited to those of the following nature (examples only):

- race
- language
- special needs
- disabilities
- family-structure
- age
- sexual preference

Possible cultural differences may include but are not limited to:

- language spoken
- forms of address
- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays
- special needs
- product preferences

Attempts to overcome language barriers may be made to:

- meet and greet/farewell customers
- give simple directions
- give simple instructions
- answer simple enquiries
- prepare for, serve and assist customers
- describe goods and services

Outside organisations may include but are not limited to:

- interpretative services
- diplomatic services
- local cultural organisations
- appropriate government agencies
- educational institutions

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

company plans/procedures
enterprise plans/procedures
organisational plans/procedures
established plans/procedures

Information/documents may include:

workplace procedures
guideline documents on cultural differences and how to deal with them
documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations

Applicable legislation may include:

Australian and state/territory anti-discrimination legislation
Australian and state/territory equal opportunity legislation

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork

TLII107D Coordinate quality customer service

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service.

Application of the Unit

Work must be carried out in compliance with the relevant regulations.

Work is performed under general supervision. It involves the application of the routine procedures to the coordination of quality customer service.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan to meet internal and external customer requirements	<p>1.1 The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services</p> <p>1.2 Provision is made in plans to achieve the quality, time and costs specifications agreed with customers</p>
2 Ensure delivery of quality service	<p>2.1 Individual/team performance consistently meets quality, safety, resource and delivery standards</p> <p>2.2 Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards</p> <p>2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards</p>
3 Monitor, adjust and report customer service	<p>3.1 Company's systems are used to monitor progress in achieving product/service targets and standards</p> <p>3.2 Customer feedback is sought and used to improve the provision of products/services</p> <p>3.3 Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups</p> <p>3.4 Adjustments/recommendations (as required) are made to products/services</p> <p>3.5 Those who have a role in products/services planning and delivery are informed of changes</p> <p>3.6 Records, reports and recommendations are managed within the company's systems and processes</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant Australian and state and territory standards, regulations and codes of practice

OH&S procedures and guidelines relevant to workplace operations

Risks involved in workplace operations and related precautions to control the risk

Workplace procedures and policies for the coordination of quality customer service in workplace operations

Customer and market characteristics

The role of customer service in company profitability

Requirements of workplace systems and operations and relevant equipment

Required skills:

Communicate effectively with others when coordinating quality customer service

Read and interpret instructions, procedures, information and signs relevant to the coordination of quality customer service

Interpret and follow operational instructions and prioritise work

Complete documentation related to the coordination of quality customer service

Operate electronic communication equipment to required protocol

Work collaboratively with others when coordinating quality customer service

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when coordinating quality customer service in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when coordinating quality customer service

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply relevant agreements, codes of practice or other legislative requirements to work processes

Identify and correctly use equipment, processes and procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Operations may be undertaken:	on- or off-base site or workplace
Coordination of workplace policies for the provision of customer service may include:	level of service provision scheduling of operations delivery of services
Consultative processes may involve:	clients other employees and supervisors management union representatives industrial relations and OH&S specialists other professional or technical staff local government authorities
Hazards may include:	vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Communication in the work area may	fixed phone

include:	mobile phone fax email internet radio oral, aural or signed communications
Information/documents may include:	operations manuals induction documentation competency standards and training materials manufacturers specifications for relevant equipment Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail workplace procedures and policies for the preparation of mail for delivery supplier and/or client instructions award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements customer service and quality assurance standards and procedures emergency procedures
Applicable regulations and legislation may include:	state/territory roads and traffic authority road rule and licence requirements Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail relevant state/territory environmental protection legislation relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service

TLII207D Apply customer service skills

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

Application of the Unit

Work must be carried out in accordance with workplace standards and procedures for the provision of customer service.

Work is performed under supervision. It involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Deal with customer inquiries	<ul style="list-style-type: none">1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face1.2 Questions are used to clarify the customer's needs or concerns1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
2 Monitor customer satisfaction	<ul style="list-style-type: none">2.1 Customer is greeted cordially in accordance with workplace procedures2.2 Customer requirements are dealt with according to workplace procedures2.3 Special needs are addressed within workplace policies2.4 Appropriate feedback is provided to managers and internal and/or external customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care responsibilities

Relevant OH&S and environmental procedures and regulations

Workplace procedures relevant to work activities

Customer service policies and procedures

Products and/or services provided by the workplace concerned

Types of operations carried out in the workplace concerned

Sources of information and documentation needed for workplace operations

Required skills:

Communicate effectively with others when providing customer service, including the use of telephone techniques

Effectively use interpersonal skills

Effectively handle customer queries and complaints

Read and interpret instructions, procedures, information and labels relevant to the provision of customer service

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of customer service

Write simple reports and records of inquiries

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing customer service

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer service is provided:	in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight
Workplace activities may be conducted:	by day or night in any weather conditions
Customers may be:	internal or external
Requirements for work may include:	site restrictions and procedures relevant domestic and international regulations security procedures communications equipment hours of operation authorities and permits use of safety and personal protective equipment
Consultative processes may involve:	existing and potential customers/clients other employees and supervisors suppliers manufacturers relevant authorities management union representatives OH&S specialists other maintenance, professional or technical staff
Communications systems may involve:	face-to-face conversation telephone

	fax
	email
	electronic data transfer of information (EDI)
	mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	workplace procedures
	organisational procedures
	established procedures
Documentation/records may include:	workplace procedures and customer service standards
	job specifications
	operations manuals and instructions
	induction documentation
	competency standards and training materials
	manufacturers specifications, instructions and advice including material safety data sheets
	workplace operating procedures and policies
	supplier and/or client instructions
	relevant Australian and international regulations, codes, standards and certification requirements
	OH&S procedures
	quality assurance procedures
	emergency procedures
	customer service manuals
Applicable regulations and legislation may include:	relevant state/territory and international regulations, codes and procedures
	relevant Australian and international standards and certification requirements
	dangerous goods and hazardous substances codes and regulations
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation

relevant anti-discrimination legislation

relevant privacy and confidentiality
legislation

relevant freedom of information
requirements

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service

TLII507C Market services and products to clients

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to market services and products to clients including recognising and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures.

Application of the Unit

Work involves discretion and judgement for self and others in marketing services and products to clients. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives. Work involves responsibility for marketing services and products to clients and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Recognise opportunities to promote products and services	<ul style="list-style-type: none">1.1 Products and services available for on-selling from the enterprise are identified1.2 Technical specifications and application(s) of products and services are identified1.3 Applicability of products and or services are matched to particular clients or client groups1.4 Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements1.5 Where appropriate, clients are referred to expert personnel or services
2 Establish and maintain contact with clients	<ul style="list-style-type: none">2.1 Communication with clients is established and maintained to develop a professional relationship2.2 Clients are informed of the full range of business products2.3 Follow-up contacts with clients are made on client request and in accordance with enterprise policy
3 Negotiate sales	<ul style="list-style-type: none">3.1 Potential sales opportunities are recognised and acted upon3.2 Negotiations with clients maintain enterprise professional standards and client satisfaction
4 Close sales	<ul style="list-style-type: none">4.1 Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements4.2 Contact with customers is maintained until sale is completed4.3 After-sales service is provided in accordance with enterprise procedures and statutory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the marketing of services and products to clients

Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality

Strategies to implement continuous improvement processes

Focus of operation of marketing systems and resources

Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken

Required skills:

Communicate effectively with others when marketing services and products to clients

Negotiate and work effectively with others

Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients

Interpret and follow operational instructions and prioritise work

Complete documentation related to the marketing of services and products to clients

Operate electronic communication equipment to required protocol

Work collaboratively with others when marketing services and products to clients

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when marketing services and products to clients in accordance with regulatory requirements and workplace procedures

Plan work activities, including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Identify improvements to services, resource allocation and use

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and/or small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Products may be:	existing or potential
Consultative processes may involve:	existing and potential customers/clients other employees and supervisors suppliers manufacturers relevant authorities management union representatives OH&S specialists other maintenance, professional or technical staff
Communications systems may involve:	face-to-face conversation telephone fax email electronic data transfer of information (EDI) mail
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	workplace procedures for the marketing of

services and products

current and potential customer/client instructions and assessed requirements

customer service standards and procedures

workplace products and services information

quality assurance standards and procedures

relevant agreements, codes of practice including the national standards for services and operations

manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions

workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information

legislation, regulations and related documentation relevant to business operations

regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice

trading regulations relevant to business operations

relevant Australian and state/territory OH&S legislation

environmental protection regulations

hazardous substances and dangerous goods codes

relevant Australian standards and certification requirements

licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service

TLI907C Provide on-board services to customers

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to provide on-board services to customers including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for the identified customer requirements in accordance with company procedures.

Application of the Unit

Work is performed individually, and guidance or advice is available where necessary. Work involves the application of routine workplace procedures to the provision of on-board services to customers on transport vehicles/vessels.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish effective communication with customers	<p>1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate</p> <p>1.2 All communications with customers are conducted in a manner which is consistent with organisation's policy</p>
2 Identify and assess the needs and expectations of different customers	<p>2.1 Individual customer needs and expectations are identified so that appropriate products and services may be provided</p> <p>2.2 Customers with special needs are identified and appropriate attention is given to ensure that their requirements are satisfied</p> <p>2.3 Limitations to service provision are identified, communicated to customers, and checked for understanding</p>
3 Provide the identified customer requirement	<p>3.1 All needs and reasonable requests of customers are met in a consistent and timely manner</p> <p>3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill</p> <p>3.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction</p> <p>3.4 Opportunities to enhance the quality of service are taken whenever possible</p> <p>3.5 Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements pertaining to revenue protection

Relevant OH&S and environmental protection procedures and guidelines

Details of on-board services provided to customers

Organisation's transport services

Procedures for the use of communications equipment

Fare structures

Concessional privileges

Timetables

Organisational policies and procedures

Customer service requirements

Services for customers with disabilities

Typical problems that can occur when providing on-board services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when providing on-board services to customers

Handle and resolve conflict and grievance situations that may arise during the provision of on-board services to customers

Read and interpret instructions, procedures, information and signs relevant to the provision of on-board services to customers

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of on-board services to customers

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing on-board services to customers

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when providing on-board services to customers in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when providing on-board services to customers

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of on-board services to customers

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Complete transactions and revenue protection activities during the provision of on-board services to customers

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- in restricted spaces or exposed conditions or controlled or open environments
- in a range of weather conditions
- by day or night

Equipment may include:

- use in restricted spaces or exposed conditions or controlled or open environments
- office equipment
- communication equipment
- computer software

On-board service applies to:

- all long distance rail/coach/bus trips
- all points of customer contact before, during and after the journey
- all internal, external and potential customers

Customers with special needs include:

- international visitors
- pregnant women
- the elderly
- physically and/or mentally disabled persons
- children travelling alone or under supervision

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies and procedures
- customer requests
- customer service standards and procedures
- competency standards and training materials
- quality assurance procedures

Applicable regulations and legislation may include:

security and emergency procedures

relevant state/territory transport regulations

relevant state/territory OH&S regulations and legislation

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service

TLIJ107C Apply quality procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. It involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Apply quality concepts	<ul style="list-style-type: none">1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures1.3 Basic quality concepts are applied to work activities
2 Trial improvements	<ul style="list-style-type: none">2.1 Improvements to work processes are planned and trialled2.2 Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3 Implement improvements	<ul style="list-style-type: none">3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures3.2 Work is completed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace quality assurance and improvement principles and procedures

Relevant OH&S procedures and guidelines

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Typical quality-related problems that may arise in work operations and products, and related options for action and solutions

Impact of job on enterprise and individual performance

Required skills:

Communicate effectively with others when applying quality procedures and standards

Read and interpret instructions and information relevant to quality procedures and standards

Interpret and follow operational instructions and prioritise work

Complete documentation related to quality procedures and standards

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying quality procedures and standards

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified quality-related problems in accordance with workplace procedures

Monitor work activities in terms of quality procedures and standards and take appropriate action where required

Modify quality assurance activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and use equipment, processes and procedures required within the context of the job concerned

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in a range of work contexts and may include:	restricted spaces exposed conditions controlled or open environments exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
Consultative processes may involve:	other workplace personnel management union representatives industrial relations personnel OH&S specialists other professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures

Information/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

Unit Sector(s)

Not applicable.

Competency Field

J - Quality

TLIJ207C Apply quality systems

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under some supervision, generally within a team environment.

It involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Work within a quality improvement system	<ul style="list-style-type: none">1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures
2 Use quality improvement systems, tools and techniques	<ul style="list-style-type: none">2.1 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures2.2 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures2.3 Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers2.4 Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace quality assurance and improvement principles and procedures

Quality improvement tools and methods

Relevant OH&S procedures and guidelines

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Typical quality-related problems that may arise in work operations and products and related options for action and solutions

Impact of job on enterprise and individual performance

Required skills:

Communicate effectively with others when applying and implementing quality systems

Read and interpret instructions, procedures and information relevant to the application and implementation of quality systems

Interpret and follow operational instructions and prioritise work

Complete documentation related to the application and implementation of quality systems

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying and implementing quality systems

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when applying and implementing quality systems in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur during the

application and implementation of quality systems

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application and implementation of quality systems

Monitor work activities in terms of standards and processes of the quality system concerned

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use quality improvement tools and methods

Identify and use equipment, processes and procedures required within the context of the job concerned

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in a range of work contexts and may include:	restricted spaces exposed conditions controlled or open environments exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
Quality improvement tools may include a range of techniques including:	product sampling and testing monitoring of operational performance fault/problem analysis client surveys trials of quality improvement initiatives
Consultative processes may involve:	other workplace personnel management union representatives industrial relations personnel OH&S specialists other professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio

	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	quality assurance procedures and standards relevant codes of practice and regulatory requirements relevant Australian standards and certification requirements workplace procedures and policies manufacturers instructions concerning the use of equipment and/or materials manifests, bar codes, goods and container information/serial number supplier and/or client instructions material safety data sheets award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements OH&S policy and procedures emergency procedures
Applicable regulations and legislation may include:	relevant codes of practice and regulatory requirements relevant Australian standards and certification requirements relevant state/territory OH&S legislation relevant state/territory environmental protection legislation workplace relations regulations workers compensation regulations Dangerous Goods Code and associated regulations water and road use and licence arrangements relevant patent or copyright arrangements

dangerous goods and air freight regulations
relevant export/import/quarantine/bond
requirements

Unit Sector(s)

Not applicable.

Competency Field

J - Quality

TLIJ707C Conduct internal quality audits

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct internal quality audits in accordance with relevant regulatory requirements and workplace procedures including preparing for internal audit, scheduling internal audit, conducting audit and documenting findings, and reporting audit results in accordance with workplace requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplaces goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for internal audit	<ul style="list-style-type: none">1.1 Benchmarks for the quality audit are established/identified1.2 Procedures required to be audited are identified and implications of non-conformance estimated1.3 Technical and/or calibration requirements for audits are noted and (where necessary) appropriate support personnel are identified1.4 Production schedules are examined to identify appropriate schedule for audit
2 Schedule internal audit	<ul style="list-style-type: none">2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes2.2 Audit frequency is adjusted based on importance of activities to the business unit, process or workplace changes or customer feedback2.3 Contact is made with appropriate personnel and relevant appointments for the audit are made
3 Conduct audit and document findings	<ul style="list-style-type: none">3.1 Methods for the conduct of the audit are established and confirmed3.2 Observations and interviews are conducted with (any) required approved third party3.3 Documentation of observations and interview responses is completed
4 Report audit results	<ul style="list-style-type: none">4.1 Audit results are discussed with personnel associated with the procedures or standards audit4.2 Audit reports indicate compliances noted

4.3 Non-compliance reports indicate location, relevant standard or procedure, and supporting evidence

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulations, codes of practice and legislative requirements including the Australian Dangerous Goods Code where applicable

Relevant OH&S and environmental protection procedures and regulations

Workplace procedures for the conduct of internal quality audits

Problems that may occur during the conduct of internal quality audits and action that can be taken to resolve or report the problems

Risks and hazards related to the conduct of internal quality audits and ways of controlling the risks involved

Focus of operation of work systems, resources, management and workplace operating systems

Equipment applications, capacities, configurations, safety hazards and control mechanisms

Enterprise business policies and plans including procedures for identification of non-compliance and best practice

Application of relevant Australian Standards and certification requirements

Quality procedures and implementation strategies

Resource availability including the competencies of individuals in the team/group

Understanding and knowledge of the application of current competencies within functional activity

Coaching and mentoring approaches to support team members to share knowledge and skills

Relevant workplace documentation procedures

Required skills:

Communicate effectively with others when conducting internal quality audits

Read and interpret instructions, procedures, information and signs relevant to the conduct of internal quality audits

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of internal quality audits

Operate electronic communication equipment to required protocol

Provide leadership to others

Work collaboratively with others when conducting internal quality audits

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any problems, faults or malfunctions that may be identified when conducting internal quality audits in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when conducting internal quality audits

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of internal quality audits

Plan and organise activities

Monitor work activities in terms of planned schedule

Modify activities to cater for variations in workplace contexts and environment

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and apply appropriate application of technology, information systems and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: in various work environments in the sections of the warehousing, storage, transport and distribution industries

Customers may be: internal or external

Operations may be conducted: by day or night

The workplace environment may involve: twenty-four hour operation
single and multi-site location
large, medium and small workplaces

Audits may cover: aspects of services, products, risks, work systems and workplace

Quality audits may be conducted: as part of enterprise, site or licence requirements

Audits may be conducted: alone or in conjunction with other staff from the enterprise
using external personnel

Hazards may include: confined spaces
hazardous or dangerous materials/goods
contamination of, or from, goods/materials being transported/stored
fire/explosions
noise, light, energy sources
stationary and moving machinery, parts or components
moving vehicles

Communication in the work area may include: phone
electronic data interchange (EDI)
fax
email

	internet
	RF communications
	barcode readers
	oral, aural or signed communications
Requirements for work may include:	site restrictions and procedures
	use of safety and personal protective equipment
	systems and facilities for controlling storage environments
	specialised lifting and/or handling equipment
	incident/accident breakdown procedures
	additional gear and equipment
	noise restrictions
	hours of operations
	authorities and permits
	communications equipment
Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Consultative processes may involve:	other employees and supervisors
	suppliers, potential customers and existing clients
	relevant authorities and institutions
	government instrumentalities and
	emergency services
	management and union representatives
	industrial relations and OH&S specialists
	other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures

Information/documentation may include:	<p>Australian and international codes of practice and regulations relevant to workplace activities, including the ADG Code where applicable</p> <p>workplace operating procedures and policies</p> <p>supplier and/or client instructions</p> <p>operations manuals, job specifications and procedures and induction documentation</p> <p>manufacturers specifications for equipment and environmental control systems</p> <p>suppliers handling and storage advice</p> <p>quality and customer service standards and procedures</p> <p>material safety data sheets</p> <p>Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities</p> <p>relevant Australian and International standards, criteria and certification requirements</p> <p>communications technology equipment, oral, aural or signed communications</p> <p>emergency procedures</p> <p>relevant competency standards and training materials</p> <p>QA plans, data and document control</p> <p>conditions of service, legislation and industrial agreements including workplace agreements and awards</p>
Applicable procedures and codes may include:	<p>relevant codes and regulations including ADG Code where applicable</p> <p>relevant Australian and international standards and certification requirements</p> <p>relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors</p> <p>licence, patent or copyright arrangements</p> <p>relevant workplace relations legislation</p>

relevant workers compensation legislation
equal opportunity, equal employment
opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

J - Quality

TLIK107C Use infotechnology devices and computer applications in the workplace

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use infotechnology devices and computer applications in the workplace including identifying computer equipment and systems, setting up and shutting down equipment for use, and inputting, retrieving and presenting files/data in accordance with work requirements.

Application of the Unit

Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures for the use of computers for information management in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify infotechnology/computer equipment and systems	<p>1.1 Types of computerised equipment used in the work area are identified</p> <p>1.2 Functions of equipment, component parts and accessories are identified</p> <p>1.3 Applications for workplace activities of the different infotechnology systems and related software are interpreted</p> <p>1.4 Routine faults in operating systems, software applications and operator errors are identified</p> <p>1.5 Sources of information on rectifying faults and operating equipment, systems and application are identified</p>
2 Set up and shut down equipment for use	<p>2.1 Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used</p> <p>2.2 Computer is booted, logged on and checked where required for viruses</p> <p>2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines</p> <p>2.4 Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices</p> <p>2.5 Software packages and accessories for required application are selected and accessed</p> <p>2.6 Required file and/or data to be accessed is identified</p> <p>2.7 Files/data are saved prior to shut-down</p> <p>2.8 Shut-down procedures for files, applications and equipment are followed</p>

- 3 **Input, store, retrieve and present files/data**
 - 3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader or other system
 - 3.2 Accurate input is confirmed
 - 3.3 Files are created and/or saved in accordance with workplace procedures
 - 3.4 Data is manipulated to suit work requirements and checked for accuracy
 - 3.5 Appropriate printers are accessed and print-preview facilities used
 - 3.6 Files are transferred from drive to drive within workplace policies and guidelines
 - 3.7 Saved files are accessed through relevant directories
 - 3.8 Information and disk(s) are stored where appropriate
 - 3.9 Information is presented using computerised projection facilities where required
- 4 **Implement workplace procedures for management and security of data**
 - 4.1 Security procedures are followed as required
 - 4.2 Information systems are managed in accordance with workplace procedures and manufacturers guidelines
 - 4.3 Precautions against the loss or corruption of data are followed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace

OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards

Workplace procedures for the use of computer equipment and application software appropriate for work role

Typical problems that can occur when using infotechnology devices and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Required skills:

Communicate effectively with others when using infotechnology devices and computer applications in the workplace

Read and interpret instructions, procedures, information and manuals relevant to the use of infotechnology devices and computer applications in the workplace

Interpret and follow operational instructions and prioritise work

Complete electronic documentation through the use of infotechnology devices and computer applications in the workplace

Identify and use computer equipment, software, processes and procedures required within the context of the job

Work collaboratively with others when using infotechnology devices and computer applications in the workplace

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using infotechnology devices and computer applications in the workplace in

accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when using infotechnology devices and computer applications in the workplace including the use of security and backup software and procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when using infotechnology devices and computer applications in the workplace

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Adapt to differences in software and equipment in accordance with standard operating procedures

Maintain eye-hand coordination

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted:	in a range of work contexts
Infotechnology/computer equipment may include:	keyboards monitors bar code readers printers central processors networks (including intranet and internet) CD-ROM drives floppy disk drives radio frequency devices computer driven projectors
Computer applications may include:	word processors inventory control and stock management systems electronic data interchange (EDI) systems information databases and storage systems invoicing and payment systems manifests control systems work organisation systems internet browsers computerised presentation software
Personnel in the work area may include:	workplace personnel

	site visitors
	contractors
	official representatives
Communication in the work area may include:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	goods identification numbers and codes
	manifests, bar codes, goods and container identification/serial number
	manufacturers instructions concerning the use computing equipment
	workplace procedures and policies for the use of computer equipment
	supplier and/or client instructions
	material safety data sheets
	relevant codes of practice
	relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation

workplace relations regulations

workers compensation regulations

Dangerous Goods Code and regulations

Unit Sector(s)

Not applicable.

Competency Field

K - Computers and Technology

TLIK307C Apply keyboard skills

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OH&S principles to keyboard operations and the accurate entry of the data.

Application of the Unit

Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of the routine procedures for the use of computers for information management in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Apply occupational health and safety principles	<ul style="list-style-type: none">1.1 Information on OH&S requirements when using keyboard/keypad devices is accessed and interpreted1.2 Posture and ergonomic settings of chair and workstation are adjusted following OH&S guidelines1.3 OH&S guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads
2 Enter data	<ul style="list-style-type: none">2.1 Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks2.2 Entered information is checked and corrected using a keyboard or keypad

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and work station, and the use of periods of rest and exercise

OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards

Procedures for the use of keyboards and computer equipment in the workplace

Typical problems that can occur when using keyboards to enter data and related appropriate action that can be taken to prevent or solve them

Housekeeping standards and procedures required in the workplace

Site layout

Required skills:

Read and interpret instructions, procedures, information and manuals relevant to the use of keyboards to enter data

Interpret and follow operational instructions and prioritise work

Operate electronic infotechnology and computer equipment to required protocol

Work collaboratively with others when using keyboards to enter data

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using keyboards to enter data in accordance with workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that exist when using keyboards to enter data

Work systematically with required attention to detail without injury to self

Apply fatigue management knowledge and techniques

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Operate and adapt to differences in keyboards, software and computer equipment in accordance with standard operating procedures

Maintain eye-hand coordination

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Keyboards/keypads may be used in a range of work contexts, including	in the workplace, warehouse or depot in the business office in a vehicle on the road at a client's workplace
Keyboards/keypads may be used on a range of infotechnology equipment, including:	computers cash registers calculators electronic typewriters various forms of data entry devices
Keyboard skills may be required to enter data via a range of work-based computer applications including:	word processors inventory control and stock management systems electronic data interchange (EDI) systems information databases and storage systems invoicing and payment systems manifests control systems work organisation systems internet browsers computerised presentation software
Personnel in the work area may include:	workplace personnel site visitors contractors

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

official representatives

company procedures

enterprise procedures

organisational procedures

established procedures

Information/documents may include:

goods identification numbers and codes

manifests, bar codes, goods and container identification/serial number

manufacturers instructions concerning the use of keyboards/keypads

workplace procedures and policies for the use of computer equipment

supplier and/or client instructions

material safety data sheets

relevant codes of practice

relevant legislation, regulations and related documentation

award, enterprise bargaining agreement, other industrial arrangements

standards and certification requirements

quality assurance procedures

Applicable regulations and legislation may include:

relevant state/territory OH&S legislation

workplace relations regulations

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

K - Computers and Technology

TLIK707C Perform electronic data interchange (EDI) to transmit shipping documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit shipping documentation including identifying and establishing document purpose and information sources, compiling data files, and transmitting and receiving documentation.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace procedures concerning the use of electronic data interchange (EDI) to transmit shipping documentation.

Work is performed under general supervision. It involves the application of routine procedures to perform electronic data interchange (EDI) to transmit shipping documentation in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and establish document purpose and information sources	<ul style="list-style-type: none">1.1 Purpose of task is identified and appropriate document template(s) accessed1.2 Manual and computerised sources of data are accessed in accordance with the requirements of the task1.3 Existing files and data required to be updated are identified1.4 Stored data regarding applicable regulations, client instructions, protocols and procedures are selected and combined correctly for the task
2 Compile data files	<ul style="list-style-type: none">2.1 Files are created/updated according to required format and layout2.2 Data are accurately entered following regulatory and workplace requirements and are consistent with required purpose2.3 All relevant sections of the documentation are checked for accuracy and completeness2.4 Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures2.5 Files created or updated are saved and stored in accordance with workplace and regulatory requirements
3 Transmit documentation	<ul style="list-style-type: none">3.1 Document destination(s) are correctly identified and selected3.2 Destinations are checked for readiness to receive transmission3.3 Security arrangements for data exchange are undertaken in accordance with workplace procedures3.4 Documents are transmitted ensuring componentry is used according to workplace procedures and that

all information is correctly downloaded

3.5 Action is undertaken within scope of authority to rectify transmission faults

3.6 Print out of documents are made and filed/stored/forwarded in accordance with workplace procedures

4 Receive documentation

4.1 Infotechnology devices are checked for readiness to receive downloaded documentation

4.2 Received documentation is printed and/or checked for accuracy and legibility

4.3 Action is undertaken within scope of authority to rectify transmission faults

4.4 Print-out of documents is made and filed/stored/forwarded in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant agreements, codes of practice or other legislative requirements including local and international freight regulations

Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace

OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards

Workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software

Equipment applications, capacities, configurations, safety hazards and control mechanisms

Typical problems that can occur when performing electronic data interchange (EDI) to transmit shipping documentation and related action that can be taken to prevent or solve them

Housekeeping standards and procedures required in the workplace

Workplace or site layout

Required skills:

Communicate effectively with others when performing electronic data interchange (EDI) to transmit shipping documentation

Read and interpret instructions, procedures, information and manuals relevant to the use of electronic data interchange (EDI) to transmit shipping documentation

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Use electronic data interchange (EDI) to transmit shipping documentation to required protocol

Work collaboratively with when performing electronic data interchange (EDI) to transmit shipping documentation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when performing electronic data interchange (EDI) to transmit shipping documentation in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and use computer equipment, software, processes and procedures relevant to the context of the job

Adapt to differences in EDI equipment in accordance with standard operating procedures

Maintain eye-hand coordination

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:	in a range of work environments by day or night in a range of typical weather conditions
Customers may be:	internal or external
Work environment may include movement of:	equipment goods materials vehicular traffic
The electronic transfer medium may include:	email, bulletin boards computer faxes
Security procedures may include:	encryption of data controlled access regulated transmission times
Transfer of data may include:	interfaces between agents authorities brokers clients outposts
Requirements for work may include:	data protocols and procedures communications equipment security clearances incident/accident breakdown procedures authorities and permits hours of operations relevant regulations
Consultative processes may involve:	other employees and supervisors

	international and domestic agents, suppliers, potential customers and existing clients relevant authorities and institutions management OH&S specialists, other maintenance, professional or technical staff
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documents may include:	workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI) manufacturers instructions concerning the use required computing equipment and software goods identification numbers and codes manifests, bar codes, goods and container identification/serial numbers supplier and/or client instructions material safety data sheets relevant codes of practice relevant legislation, regulations and related documentation award, enterprise bargaining agreement, other industrial arrangements relevant standards and certification

	requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	local and international freight regulations
	relevant Australian standards and certification requirements
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	workplace relations regulations
	workers compensation regulations
	Dangerous Goods Code and regulations

Unit Sector(s)

Not applicable.

Competency Field

K - Computers and Technology

TLIL1007C Assess and confirm customer transport requirements

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation.

Application of the Unit

Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives.

Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess goods/stock to be transported	<ul style="list-style-type: none">1.1 Customer service parameters are followed in accordance with workplace procedures1.2 In consultation with customer key characteristics of the goods/stock to be transported are determined1.3 Regulatory and/or specific requirements for load shipment are identified1.4 Specific load handling characteristics/requirements are identified1.5 Task requirements are matched to workplace capability and operational focus
2 Determine transit requirements	<ul style="list-style-type: none">2.1 Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation2.3 Specified transit times and routes are identified and agreed with customer2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
3 Complete documentation	<ul style="list-style-type: none">3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority3.2 Parameters of service requirements for the workplace and customer are documented3.3 Quotations for services/specifications are itemised and documented

3.4 Legislative, insurance or specific conditions for
load transport are recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant and regulatory and code requirements including mass and load regulations

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the assessing and confirming customer transport requirements

Strategies to implement continuous improvement processes

Focus of operation of customer service and quotation/specification systems and resources

Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken

Required skills:

Communicate effectively with others when assessing and confirming customer transport requirements

Negotiate with others when assessing and confirming customer transport requirements

Read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements

Interpret and follow operational instructions and prioritise work

Complete documentation related to the assessment and confirmation of customer transport requirements

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Work collaboratively with others when assessing and confirming customer transport requirements

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures

Plan work activities, including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Consignments may be:	single and multi-site locations palletised containerised packaged or loose in gas, liquid or solid form
Special freight transport requirements may involve:	single and multi-site locations temperature controlled stock live stock dangerous goods hazardous substances specific security arrangements oversized/overmassed loads
Decision to provide service to customer is:	undertaken within scope of authority
Decisions should reflect:	the scope of the organisation to undertake the task and/or to outsource some or all of the task
Key characteristics of the goods/stock to be transported may include the:	type of goods to be transported load characteristics including perishability, spoilage, fragility, compatibility packing and stowing requirements for load aggregate size and capacity of load to be transported

Consultative processes may involve:	existing and potential customers/clients other employees and supervisors suppliers manufacturers relevant authorities management union representatives OH&S specialists other maintenance, professional or technical staff
Communications systems may involve:	face-to-face conversation telephone fax email electronic data transfer of information (EDI) mail
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	workplace procedures and policies customer service standards and procedures supplier and/or client instructions workplace products and services information quality assurance standards and procedures regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions Dangerous Goods Codes and related regulations and documentation including material safety data sheets

	relevant agreements, codes of practice including the national standards for services and operations
	reports of accidents and incidents
	workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
	legislation, regulations and related documentation relevant to workplace operations
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice
	trading regulations relevant to business operations
	relevant Australian and state/territory OH&S legislation
	environmental protection regulations
	hazardous substances and dangerous goods codes
	relevant Australian standards and certification requirements
	licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL107C Complete workplace orientation/induction procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workplace in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of ones own learning needs, and planning and organising a personal daily routine.

Application of the Unit

Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation and induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify major areas of the workplace in terms of functions, organisational structures and occupations	<ul style="list-style-type: none">1.1 The layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area are identified1.2 Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined1.3 The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified1.4 Equipment and technology used in the workplace are outlined in terms of function and physical characteristics1.5 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties1.6 Key internal and external customers and the workplace areas that serve them are identified1.7 Workplace hazards are identified and related hazard minimisation procedures followed1.8 Relevant personal protective equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements1.9 Workplace emergency procedures are identified and followed in real and simulated emergency situations

- | | |
|--|--|
| 2 Organise and accept responsibility for own workload | <ul style="list-style-type: none">2.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff2.5 Additional support to improve work is communicated clearly to appropriate personnel |
| 3 Apply ethical practices | <ul style="list-style-type: none">3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed3.2 Commitments and undertakings to clients, colleagues and supervisors are met3.3 Required confidentiality is maintained3.4 Appropriate codes of acceptable and ethical work practices are applied3.5 Workplace security policies are identified including the relationship to personal job role |
| 4 Receive and act constructively on personal feedback | <ul style="list-style-type: none">4.1 Suggestions on ways to improve work are sought regularly from appropriate personnel4.2 Feedback is acted upon as required to improve work performance |
| 5 Participate in identifying and meeting own learning needs | <ul style="list-style-type: none">5.1 Operations of the workplace, workplace equipment and focus of endeavour are identified5.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified5.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through |

assessment and planning for future work requirements

- 5.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others

6 Plan and organise a personal daily routine

- 6.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures
- 6.2 Clarification of requirements of tasks is sought when appropriate
- 6.3 Achievable time and other performance measures are agreed
- 6.4 Tasks are completed with variations to plan identified and reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities

Conditions of service including: employer and employee obligations under award, employment contract, OH&S and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements

Workplace structures and the roles and responsibilities of team/group members

Site or workplace layout

Emergency procedures

Basic workplace documentation and record keeping procedures and requirements

Customer service standards and procedures

Workplace hazards and related hazard minimisation procedures

Personal protective equipment and instructions for its use

Required skills:

Communicate effectively with others when completing workplace orientation and induction procedures

Read and interpret instructions, procedures, information and signs relevant to work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when completing workplace orientation and induction procedures

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify workplace products and services and their features

Identify and correctly use equipment, processes and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve:	basic routine work functions in a variety of relevant work contexts
Customers may be:	internal or external
Operations may be conducted:	by day or night in enclosed spaces in exposed conditions in controlled or open environments
Hazards may include:	vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes may involve:	clients managers supervisors/team leaders workplace personnel visitors contractors official representatives union representatives industrial relations and OH&S specialists other professional or technical staff local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures

established procedures

Communication may involve the basic use of phone
a range of communication technology
including:

electronic data interchange (EDI)

fax

email

internet

radio

Personal protective equipment may include:

gloves

safety headwear and footwear

sunscreen, sunglasses and safety glasses

two-way radios

high visibility clothing

Information/documentation may include:

workplace procedures, checklists and instructions

operations manuals

induction/orientation documentation

competency standards and training materials

job specification, site/workplace map and details of organisation structure

conditions of service, relevant legislation, regulations and related documentation

award, enterprise bargaining agreement, other industrial arrangements

relevant codes of practice including the national standards for manual handling and the industry safety code

supplier and/or client instructions

manifests, bar codes, goods and container identification

goods identification numbers and codes

manufacturers specifications

material safety data sheets

relevant Australian standards and certification requirements

quality assurance procedures

Applicable regulations and legislation may include:

emergency procedures

relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes

dangerous goods and freight regulations and codes

relevant Australian and state/territory OH&S legislation

equal employment legislation and related policies

environmental protection regulations

licensing requirements for driving and carrying particular classes of goods

workplace relations legislation

workers compensation legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL307C Conduct induction process

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation.

Application of the Unit

Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Outline the relationship between employee and the company	<ul style="list-style-type: none">1.1 Employee is greeted and introduced to key personnel and areas in the workplace1.2 Workplace objectives, operating systems and workplace structures are explained1.3 The relationship between the employee's position and the workplace structure and objectives is identified1.4 Required OH&S, workplace procedures and employment conditions are described1.5 Sources of information and assistance for the employee are identified1.6 Emergency procedures are explained
2 Establish requirements of position	<ul style="list-style-type: none">2.1 Job role, responsibilities and reporting relationships are explained2.2 Immediate work colleagues are introduced2.3 Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained2.4 Initial training in relevant OH&S, equipment and work systems is provided in accordance with workplace procedures2.5 Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained2.6 Training opportunities are organised for the development of the individuals job role2.7 Workplace expectations of work functions and outputs are clarified2.8 Opportunities for the employee to clarify concerns and ask questions are provided

3 Complete relevant workplace documentation

- 3.1 Workplace personnel records are completed in accordance with workplace requirements
- 3.2 Tax declaration and other relevant documentation are checked for compliance with requirements
- 3.3 Employee is requested to provide any additional information needed and notes are taken of any additional actions required
- 3.4 Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements
- 3.5 Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Workplace induction procedures and documentation requirements

Instructional methods and resources required to conduct an induction program

Conditions of service of employees

Workplace structures and the roles and responsibilities of employees

Site or workplace layout

Emergency procedures and related equipment

Workplace documentation and record keeping procedures and requirements

Customer service standards and procedures

Workplace hazards and related hazard minimisation procedures

Personal protective equipment and instructions for its use

Required skills:

Communicate effectively with others when conducting an induction process for relevant personnel

Read and interpret instructions, procedures, information and signs relevant to the conduct of an induction process for relevant personnel

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of an induction process

Operate electronic communication equipment to required protocol

Work collaboratively with others when conducting an induction process for relevant personnel

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when conducting an

induction process for employees and contractors in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of an induction process

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use instruction equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve:	basic routine induction training in a variety of relevant work contexts
Customers may be:	internal or external
Operations may be conducted:	by day or night in enclosed spaces in exposed conditions in controlled or open environments
Instruction methods may include:	explanation demonstration guided site/workplace inspection provision of program notes and materials presentation using an overhead slide projector, computer-driven projector or video player/monitor written and practical assignments and exercises
Hazards may include:	vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes may involve:	clients managers supervisors/team leaders workplace personnel visitors

	contractors
	official representatives
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
	local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Communication may involve the basic use of a range of communication technology including:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	radio
Personal protective equipment may include:	gloves
	safety headwear and footwear
	sunscreen, sunglasses and safety glasses
	two-way radios
	high visibility clothing
Information/documentation may include:	workplace induction procedures and related instruction materials
	operations manuals
	induction/orientation documentation
	competency standards and training materials
	job specification, site/workplace map and details of organisation structure
	conditions of service, relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	relevant codes of practice including the national standards for manual handling and

the industry safety code
supplier and/or client instructions
manifests, bar codes, goods and container
identification
goods identification numbers and codes
manufacturers specifications
material safety data sheets
relevant Australian standards and
certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

relevant regulations, standards and codes of
practice, including the Australian standards
for manual handling and industry safety
codes
dangerous goods and freight regulations and
codes
relevant Australian and state/territory OH&S
legislation
equal employment legislation and related
policies
environmental protection regulations
licensing requirements for driving and
carrying particular classes of goods
workplace relations legislation
workers compensation legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL3107B Monitor and process attendance records

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements, including monitoring attendance records and checking and processing attendance information.

Application of the Unit

Work must be carried out in compliance with the codes of practice and workplace requirements relevant to the monitoring and processing of attendance records.

Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory and code requirements to the monitoring and processing of attendance records as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Monitor attendance records	<ul style="list-style-type: none">1.1 Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis1.2 Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded1.3 Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised1.4 Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated1.5 Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained
2 Process attendance records	<ul style="list-style-type: none">2.1 Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action2.2 Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes2.3 Employee record cards or other identification system requirements are checked and redistributed on a timely basis

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations and codes of practice relevant to the monitoring and processing of attendance records

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the monitoring and processing of attendance records

Focus of operation of work systems, equipment, management and site operating systems for the monitoring and processing of attendance records

Elements of human resources systems relevant to the monitoring and processing of attendance records, including: workplace's timekeeping practices, conditions of employment, labour/costing practices, industrial agreements and awards, auditing requirements, payroll practices and procedures, personnel records requirements, and computer based personnel recording systems

Problems that may occur when monitoring and processing attendance records and appropriate action that can be taken to resolve the problems

Documentation and reporting requirements for the monitoring and processing of attendance records including computer based personnel recording systems

Required skills:

Communicate effectively with others when monitoring and processing attendance records

Read and interpret instructions, procedures and information relevant to work activities

Interpret conditions of employment and industrial agreements and awards

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Conduct simple calculations required when monitoring and processing attendance records

Work collaboratively with others when monitoring and processing attendance records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any problems identified when monitoring and processing attendance records in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use relevant computer, communication and office equipment required when monitoring and processing attendance records

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Employees include:	all personnel whose attendance is recorded for timekeeping purposes
Workplaces may comprise:	large, medium or small worksites
Timekeeping records and systems may include, but are not limited to:	clock cards/identification numbers swipe cards/physical recognition systems manual clocking systems integrated attendance sheet systems maternity/paternity leave jury leave rest breaks between shifts/overtime
Information on attendance records may be obtained from:	timesheets absentee records payroll department record cards identification system requirements
Consultative processes may involve:	other employees, supervisors and managers affected customers official representatives relevant authorities and institutions management and union representatives industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email

	internet
	RF systems
	oral, aural or signed communications
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	regulatory and/or code requirements relevant to the maintenance of attendance records
	workplace procedures and policies for the monitoring and processing of attendance records
	employees timesheets, absentee records, record cards or computer files
	operations manuals, job specifications and induction documentation
	manufacturers specifications for office equipment
	conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	federal and state/territory award legislation
	relevant state/territory regulations and codes of practice relevant to the monitoring and processing of attendance records
	relevant state/territory privacy legislation
	relevant state/territory OH&S and

environmental protection legislation
workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL3207B Implement equal employment equity strategies

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement equal employment equity strategies in accordance with regulatory and workplace requirements, including identifying and communicating agreed employment equity direction, responding to enquiries regarding employment equity, implementing employment equity strategies, contributing to policy development, and evaluating and reporting on the implementation of equal employment opportunity strategies in the workplace.

Application of the Unit

Work must be carried out in compliance with the regulatory and workplace requirements relevant to the implementation of equal employment equity strategies in the workplace. Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory requirements to the implementation of equal employment equity strategies as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and communicate agreed employment equity direction	<ul style="list-style-type: none">1.1 Employment equity information and policy requirements are identified for the workplace1.2 Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the workplace1.3 Advice is provided to assist with consistent interpretation of employment equity information1.4 Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace1.5 Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices
2 Respond to enquiries regarding employment equity	<ul style="list-style-type: none">2.1 Arrangements are made to ensure advice on employment equity can be provided to personnel within necessary timeframes2.2 Enquiries are analysed to identify necessary information required to respond sufficiently2.3 Sources of information are identified and accessed to formulate response2.4 Responses are communicated clearly and appropriately and understanding of the response is checked
3 Implement employment equity strategies	<ul style="list-style-type: none">3.1 Strategies are developed to implement policies and objectives3.2 Measures are identified which reflect the success of

- strategies developed and suitable data collected
- 4 Contribute to policy development**
- 4.1 Consultation is regularly undertaken with stakeholders on policy development
- 4.2 Advice is provided concerning the employment equity implications of policy
- 5 Evaluate and report**
- 5.1 Data used to measure employment equity policy performance is collected and statistically analysed
- 5.2 Annual and other reports are produced on employment equity policy performance
- 5.3 Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to equal employment equity

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the implementation of equal employment equity strategies

Focus of operation of work systems, equipment, management and site operating systems for the implementation of equal employment equity strategies

Elements of workplace operations relevant to the implementation of equal employment equity strategies, including: training and social justice policies and procedures, workplace organisational structure, workplace human resource policies and practices, job description and specifications, referral processes, workplace standards and delegations, quality management, work area business plans, and industrial awards and enterprise agreements

Problems that may occur when implementing equal employment equity strategies and appropriate action that can be taken to resolve the problems

Documentation and reporting requirements for the implementation of equal employment equity strategies

Required skills:

Communicate effectively with others when implementing equal employment equity strategies

Counsel and negotiate with employees on employment equity matters

Read and interpret instructions, procedures, employment equity policies, conditions of employment and industrial agreements and awards relevant the implementation of equal employment equity strategies

Interpret and follow operational instructions and prioritise work

Complete documentation related to the implementation of equal employment equity strategies

Work collaboratively with others when implementing equal employment equity strategies

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any problems identified when implementing equal employment equity strategies in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Select and use relevant computer, communication and office equipment required when implementing equal employment equity strategies

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Workplaces may comprise:	large, medium or small worksites
Recording mechanisms/systems may include:	paper-based systems electronic systems
Work organisation procedures and practices may include:	security procedures payroll systems industrial relations policies and agreements superannuation procedures dispatching and collecting procedures employment policies
Consultative processes may involve:	employees supervisors and managers official representatives relevant authorities and institutions union representatives industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet RF systems oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures

Information/documents may include:

established procedures

regulatory requirements relevant to employment equity

workplace procedures and policies for the implementation of equal employment equity strategies

operations manuals, job specifications and induction documentation

manufacturers specifications for office equipment

conditions of service, award, enterprise bargaining agreement, and other industrial arrangements

relevant Australian standards and certification requirements

quality assurance procedures

Applicable regulations and legislation may include:

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

relevant state/territory privacy legislation

freedom of information legislation

relevant state/territory OH&S and environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL3307B Promote effective workplace practice

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities.

Application of the Unit

Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute positively to the work team environment	<p>1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members</p> <p>1.2 Communications with associated personnel and/or work team members are effectively established</p> <p>1.3 Disputes are resolved through effective negotiation with the relevant individuals or groups</p> <p>1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities</p>
2 Observe and promote work safety procedures	<p>2.1 Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites</p> <p>2.2 Accidents and injuries are reported and investigated in accordance with workplace policy</p> <p>2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities</p> <p>2.4 Training in programs of Occupational Health and Safety and First Aid are implemented</p>
3 Maintain and promote well being of team	<p>3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment</p> <p>3.2 Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved</p>
4 Participate in competency development	<p>4.1 Competencies required for work are identified, attained and maintained</p> <p>4.2 Personal development and other competency development programs are accessed and undertaken</p> <p>4.3 Competency deficiencies in personnel are</p>

identified and remedial action, including counselling, is initiated where necessary

- 4.4 Workplace trainer and assessor requirements are identified and satisfied

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations and codes of practice relevant to the workplace practices

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the promotion of effective work practices

Focus of operation of work systems, equipment, management and site operating systems

Elements of workplace operations relevant to effective work practice, including: workplace corporate plans, goals and objectives and industrial relations, communication and negotiation techniques and the benefits, advantages and disadvantages associated with them, group work practices and group dynamics, corporate customer service objectives, workplace procedures related to recording of customer enquiries and actions, dispute settlement processes, workplace OH&S and physical fitness requirements and related first-aid policies, and competencies and skills required for workplace career path levels,

Problems that may occur during work activities and appropriate action that can be taken to resolve the problems,

Documentation and reporting requirements in the workplace

Required skills:

Communicate effectively with customers, associated personnel and all work team members when completing work activities

Read and interpret instructions, procedures, information and workplace publications relevant to work activities

Interpret statistics related to workloads and quality assurance measures

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Lead and coordinate the activities of multi-disciplinary work teams or specialist work groups

Apply principles of time management

Counsel personnel on work related issues

Settle disputes through face-to-face and group-based negotiation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Work at heights or in confined spaces as required by the job

Maintain the required level of physical fitness in team members

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Workplaces may comprise:	large, medium or small worksites
Work environment may be:	in a depot, a worksite or a store, either as an individual, a team leader or a coordinator
Work may involve exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and vehicular traffic
Equipment may include:	customer information workplace procedures quality assurance policy relevant OH&S guidelines relevant competency guidelines
Consultative processes may involve:	employees, supervisors and managers customers suppliers and contractors industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet RF systems oral, aural or signed communications
Personal protective equipment may include:	gloves safety headwear and footwear

	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	regulatory and/or code requirements relevant to workplace activities
	workplace procedures and policies
	workplace objectives
	customer enquiries, responses and records
	quality assurance measures relevant to workplace activities
	training materials
	competency guidelines
	operations manuals, job specifications and induction documentation
	manufacturers specifications for workplace equipment
	conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
	Australian standards and certification requirements relevant to workplace activities
	emergency procedures
Applicable regulations and legislation may include:	federal and state/territory regulations and codes of practice relevant to workplace activities
	relevant state/territory OH&S and environmental protection legislation
	workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
	workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL3607B Develop rosters

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters.

Application of the Unit

Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the development of rosters as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify operating requirements	<ul style="list-style-type: none">1.1 Transport timetables and running times for each line or service are identified and kept updated within roster operations1.2 Transport running times are identified for each line or service to ensure all crewing requirements are planned1.3 Set working or work tasks to be performed are identified for each transport service1.4 Contingency plans covering operational problems are identified and impact on crewing needs analysed
2 Identify tasks and responsibilities and work requirements	<ul style="list-style-type: none">2.1 Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned2.2 Set workings or required work tasks in support activities are identified
3 Establish work rosters	<ul style="list-style-type: none">3.1 Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave3.2 Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented3.3 Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel3.4 Relevant OH&S requirements are identified and addressed in the rosters developed3.5 Relevant safeworking systems and requirements are identified and addressed in the rosters developed

4 Finalise work rosters

- 4.1 Feedback from personnel associated with rosters is addressed and acceptable modifications agreed
- 4.2 Final rosters are documented and distributed to ensure work requirements are accurately communicated

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations, safeworking systems and codes of practice relevant to the development of rosters

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for development of rosters

Focus of operation of work systems, equipment, management and site operating systems for the development of rosters

Elements of operations relevant to the development of rosters, including: embarkation and disembarkation requirements; equipment capacities and limitations; passenger service needs; personnel capabilities; requirements for absentee coverage; safeworking systems and requirements; station, interchange and terminal operations; support services; and transport services offered by the organisation

Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems

Documentation and reporting requirements for the developing of rosters, including computer-based systems

Required skills:

Communicate effectively with others when developing rosters

Read and interpret instructions, procedures and information relevant to the development of rosters

Interpret set workings and combined set workings

Interpret transport timetables and service details

Interpret and follow operational instructions and prioritise work

Complete documentation related to the development of rosters

Operate electronic communication equipment to required protocol

Work collaboratively with others when developing rosters

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when developing rosters in accordance with workplace procedures

Interpret conditions of employment and industrial agreements and awards

Prepare roster documentation in line with workplace format

Allocate suitably qualified personnel to tasks

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer/communication/office equipment required when developing rosters

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	in a range of work environments by day or night
Work rosters may cover:	long distance passenger services urban passenger services long distance freight services short distance freight services maintenance vehicle operations
Staff covered by work rosters may include:	driving and driving support crews shunting and marshalling crews terminal personnel freight handling personnel station personnel interchange personnel transit officers security officers revenue collection officers passenger assist/customer service personnel yard support personnel crew transport personnel transport control centre personnel traffic officers
Changes to planned services may include:	changes in demand response to emergencies
Real time issues may include:	absenteeism additional support services due to injury emergencies
Support activities may include:	shunting and marshalling

- freight loading and unloading
- luggage loading and unloading
- vehicle loading and unloading
- station support activities
- interchange support activities
- crew transport
- training personnel
- revenue processing
- operations control

Contingency plans may include:

- non-availability of rolling stock
- additional services
- non-availability of personnel
- non-availability of material handling equipment
- non-availability of freight handling equipment
- late arrival or cancellation of services

Work outcomes or set workings may apply to:

- transport crews
- personnel required for support activities
- transport control personnel
- transport planning personnel

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- regulatory and/or code requirements relevant to the development of rosters
- workplace procedures and policies for the development of rosters
- work rosters
- transport graphs
- hard copy documentation
- safe working forms
- dangerous goods manifest
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- state, federal or Territory award legislation
- workplace relations regulations including equal opportunity, equal employment

opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL3707B Apply and amend rosters

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters.

Application of the Unit

Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify changes to timetables, planned activities and support activities	<ul style="list-style-type: none">1.1 Changes to transport timetables are identified and their effect on operation and support areas is assessed1.2 New work requirements or revised set workings are identified and communicated to appropriate personnel1.3 Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas1.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures
2 Confirm changes to planned activities	<ul style="list-style-type: none">2.1 Changes to planned services are identified and confirmed and impact on support activities is assessed2.2 Support activities required to achieve amended service are assessed and necessary resources are identified and allocated2.3 Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation
3 Confirm personnel availability	<ul style="list-style-type: none">3.1 Amended rosters and work requirements are confirmed and distributed to appropriate work areas3.2 Personnel on amended rosters who are required to achieve new work outcomes are notified of changes3.3 Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures3.4 Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate

personnel records area

4 Re-allocate personnel and amend rosters

- 4.1 Agreed changes to rosters are confirmed with appropriate personnel
- 4.2 Appropriate arrangements are made for the implementation of amended rosters
- 4.3 Personnel are re-allocated to achieve agreed work outcomes or amended set workings
- 4.4 Final amendments to rosters are made to achieve agreed work outcomes or set workings
- 4.5 Appropriate documents are updated to reflect changes made and ensure their recognition

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for application and amendment of rosters

Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters

Embarkation and disembarkation requirements

Equipment capacities and limitations

Passenger service needs

Personnel capabilities

Requirements for absentee coverage

Safeworking systems and requirements

Station, interchange and terminal operations

Support activities

Transport services offered by the organisation

Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems

Documentation and reporting requirements for the amending rosters, including computer-based systems

Required skills:

Communicate effectively with others when applying and amending rosters

Read and interpret instructions, procedures and information and signs relevant to the application and amendment of rosters

Interpret set workings and combined set workings

Interpret conditions of employment and industrial agreements and awards

Interpret transport timetables and service details

Interpret and follow operational instructions and prioritise work

Complete documentation related to the application and amendment of rosters

Operate electronic communication equipment to required protocol

Work collaboratively with others when applying and amending rosters

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when applying and amending rosters in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when applying and amending rosters

Allocate suitably qualified personnel to tasks

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer/communication/office equipment required when applying and amending rosters

Adapt to differences in roster requirements in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	in a range of work environments by day or night
Staff covered by work rosters may include:	driving and driving support crews shunting and marshalling crews terminal personnel freight handling personnel station personnel interchange personnel transit officers security officers revenue collection officers passenger assist/customer service personnel yard support personnel crew transport personnel transport control centre personnel traffic officers
Changes to planned services may include:	changes in demand response to emergencies
Real time issues may include:	absenteeism additional support services due to injury emergencies
Work outcomes or set workings may apply to:	transport crews personnel required for support activities transport control personnel transport planning personnel
Communication in the work area may include:	phone electronic data interchange (EDI)

	fax
	email
	internet
	RF systems
	oral, aural or signed communications
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	regulatory and/or code requirements relevant to the application and amendment of rosters
	workplace procedures and policies for the application and amendment of rosters
	work rosters
	transport graphs
	hard copy documentation
	safe working forms
	dangerous goods manifest
	operations manuals, job specifications and induction documentation
	manufacturers specifications for office equipment
	conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may	relevant state/territory regulations,

include:

safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network

relevant state/territory privacy legislation

relevant state/territory OH&S and environmental protection legislation

state, federal or territory award legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL507D Apply conflict/grievance resolution strategies

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers.

Application of the Unit

Work involves discretion and judgement for self and others in management and resolution of conflicts and grievances both internal and external to the workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves application of conflict/grievance resolution strategies in conflict situations that may arise amongst personnel both internal to and external to the workplace.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify potential conflict situations	1.1 Signs, stages and possible causes of conflict/grievance are identified
2 Implement conflict resolution strategies	2.1 Factors and issues relevant to conflict/grievance are clarified
	2.2 Strategies for dealing with conflict/grievance situations are developed
	2.3 Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue
	2.4 Strategies are implemented for the resolution of the source of conflict
	2.5 Outcomes of the process are monitored to ensure objectives continue to be met
3 Use effective interpersonal skills	3.1 Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection
	3.2 Feedback is given assertively and received non-defensively during negotiations

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant and regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the identification and resolution of conflicts/grievances

Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality

Signs, stages and possible causes of conflict in the workplace

Options for constructive responses to typical conflict/grievance situations

Typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken

Required skills:

Communicate effectively with others when applying conflict and grievance resolution strategies

Negotiate effectively with others when applying conflict and grievance resolution strategies

Read and interpret instructions, procedures, information and signs relevant to the application of conflict and grievance resolution strategies

Interpret and follow operational instructions and prioritise work

Gather, record and convey simple and routine work-related information

Complete documentation related to the application of conflict and grievance resolution strategies

Operate electronic communication equipment to required protocol

Identify existing and potential conflicts/grievances

Participate in small informal work groups

Apply interpersonal skills

Work collaboratively with others when applying conflict and grievance resolution strategies

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when applying conflict and grievance resolution strategies in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Work systematically with required attention to detail

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Conflicts/grievances may arise at all levels of the organisation in a range of possible situations including:	amongst internal personnel between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc. between external personnel and the organisation between internal personnel and management
Consultative processes may involve:	other employees and supervisors management customers/clients suppliers of goods/materials manufacturers of equipment contractors relevant authorities union representatives OH&S specialists other maintenance, professional or technical staff
Communications systems may involve:	face-to-face conversations and meetings telephone fax email mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

company plans/procedures
enterprise plans/procedures
organisational plans/procedures
established plans/procedures

Information/documentation may include:

workplace procedures for the resolution of conflicts/grievances
records of action to resolve conflicts/grievances and documentation of agreements reached
job specifications
conditions of service, relevant legislation, regulations and related documentation
award, enterprise bargaining agreement, workers compensation, and other industrial arrangements
relevant codes of practice including the national standards for manual handling and the industry safety code
supplier and/or client instructions
manifests, bar codes, goods and container identification
goods identification numbers and codes
manufacturers specifications
material safety data sheets
relevant Australian standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice
trading regulations relevant to business operations
relevant Australian and state/territory OH&S legislation
environmental protection regulations
hazardous substances and dangerous goods codes

relevant Australian standards and
certification requirements
licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL807C Complete routine administrative tasks

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Application of the Unit

Work must be carried out in accordance with the relevant regulations and workplace procedures.

Work is performed under supervision. It involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Receive and distribute incoming mail	<ul style="list-style-type: none">1.1 Incoming mail is checked and registered to ensure accuracy of records1.2 Urgent and confidential mail is identified and distributed to the addressee promptly1.3 Mail is sorted and despatched to nominated person/location1.4 Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures
2 Receive and despatch outgoing mail	<ul style="list-style-type: none">2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch2.2 Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines
3 File documents	<ul style="list-style-type: none">3.1 Documents are classified, sorted and filed in accordance with workplace procedures3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures3.3 Documents are identified and retrieved3.4 Specified files/records are located within designated timelines3.5 Located files are extracted from system and despatched to the nominated person3.6 Security and confidentiality procedures are followed
4 Receive and relay written and oral messages	<ul style="list-style-type: none">4.1 Messages are received and accurately recorded4.2 Areas of uncertainty are clarified with conveyor of the message

4.3 Messages are relayed to the nominated person
within designated timelines

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations

OH&S procedures and guidelines relevant to administrative operations

Hazards in routine administrative operations in the workplace and related precautions to control the risk

Workplace procedures and policies for the completion of routine administrative tasks

Housekeeping standards and procedures required in the workplace

Requirements of work systems operations and relevant equipment

Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them

Equipment, methods and strategies used in the routine administration operations

Required skills:

Communicate effectively with others when completing routine administrative tasks

Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks

Interpret and follow operational instructions and prioritise work

Complete documentation related to routine administrative tasks

Operate electronic communication equipment to required protocol

Work collaboratively with others when completing routine administrative tasks

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when completing routine administrative tasks in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: in a range of work environments and weather conditions

by day or night

Customers may be: internal or external

Mail items may include: company procedures

bulk quantities

single items

letters

facsimiles

emails

Receival and despatch processes for internal and external mail/documents/messages follow: workplace processes and procedures

Requirements for work may include: workplace procedures

site restrictions and procedures

use of safety and personal protective equipment

communications equipment

hours of operations

security procedures

relevant regulations

Consultative processes may involve: potential customers and existing clients

other employees and supervisors

management

union representatives

industrial relations, Occupational Health and Safety specialists

other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information documents may include:

- workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations
- operations manuals
- job specifications
- induction documentation
- competency standards and training materials
- manufacturers clients specifications, instructions and labelling advice including material safety data sheets
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items
- supplier and/or client instructions
- international transport regulations, codes and procedures
- Australian and international standards,

	criteria and certification requirements
	award, enterprise bargaining agreement, other industrial arrangements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	state/territory roads and traffic authority road rule and licence requirements
	Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations
	relevant Australian and international standards, criteria and certification requirements
	relevant state/territory environmental protection legislation
	relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIL907C Manage personal work priorities and professional development

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance; setting and meeting own work priorities; and developing and maintaining own professional competence.

Application of the Unit

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement in managing personal work priorities and professional development.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives. Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Manage self	<ul style="list-style-type: none">1.1 Personal qualities and performance serve as a role model in the workplace1.2 Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities1.3 Action is taken to achieve and extend personal goals beyond those planned1.4 Consistent personal performance is maintained in varying work conditions and work contexts
2 Set and meet own work priorities	<ul style="list-style-type: none">2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives2.2 Technology is used efficiently and effectively to manage work priorities and commitments
3 Develop and maintain professional competence	<ul style="list-style-type: none">3.1 Personal knowledge and skills are assessed against competency standards to determine development needs and priorities3.2 Feedback from clients and colleagues is used to identify and develop ways to improve competence3.3 Management development opportunities suitable to personal learning style(s) are selected and used to develop competence3.4 Participation in professional networks and associations enhances personal knowledge, skills and relationships3.5 New skills are identified and developed to achieve and maintain a competitive edge

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the management of personal work priorities and professional development

Competencies required to increase participation in the planning and development of the organisation

Appropriate learning methods to maintain current competence or develop new competencies

Resource availability including the competencies of individuals in the team/group

Coaching and mentoring approaches to support team members to share knowledge and skills

Workplace business policies and plans including procedures for undertaking professional development

Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken

Required skills:

Communicate effectively with others when managing personal work priorities and professional development

Read and interpret instructions, procedures, information and signs relevant to the management of personal work priorities and professional development

Interpret and follow operational instructions and prioritise work

Complete documentation related to the management of personal work priorities and professional development

Operate electronic communication equipment to required protocol

Work collaboratively with others when managing personal work priorities and professional development

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when managing personal work priorities and professional development in accordance with workplace procedures

Plan work activities, including predicting consequences and identifying improvements

Take advantage of learning opportunities both in the workplace and within training programs and workshops

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer/supplier contact and coordination
Work priorities and professional development are:	directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans
Professional development activities may include:	attendance at formal education/training programs completion of internal short training programs attendance at relevant conferences, seminars and workshops reading of relevant journals and literature networking with other technical, managerial and professional staff coaching/mentoring on the job workplace training projects
Consultative processes may involve:	customers/clients other employees and supervisors supplier representatives manufacturers representatives trainers management union representatives OH&S specialists other maintenance, professional or technical staff

Communications systems may involve:	face-to-face conversation, meetings and workshops telephone fax email electronic data transfer of information (EDI) mail
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	workplace procedures and policies job specifications training notes and materials journals and work-related literature competency standards customer/client instructions customer service standards and procedures workplace products and services information quality assurance standards and procedures relevant agreements, codes of practice including the national standards for services and operations manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information legislation, regulations and related documentation relevant to business operations regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S

Applicable regulations and legislation may include:

requirements
emergency procedures
relevant regulations, standards and codes of practice
trading regulations relevant to business operations
relevant Australian and state/territory OH&S legislation
environmental protection regulations
hazardous substances and dangerous goods codes
relevant Australian standards and certification requirements
licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management

TLIO1107C Provide revenue protection measures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection procedures.

Application of the Unit

Work must be carried out in compliance with the relevant regulations related to the protection of transport revenue.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements to the provision of revenue protection measures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for revenue protection activities	<ul style="list-style-type: none">1.1 Strategies to check customer ticketing are planned1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive1.4 Staff are allocated to planned activities according to organisation procedures and policy1.5 Staff are briefed on strategies for checking customers' tickets
2 Implement revenue protection procedures	<ul style="list-style-type: none">2.1 Ticket checks are conducted against organisational requirements2.2 Fares are collected or infringement notices are issued2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements pertaining to revenue protection

Relevant OH&S and environmental protection procedures and guidelines

Organisational policies and procedures

Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk

Organisation's transport services

Complementary transport services

Fare structures

Concessional privileges

Timetables

Typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve them

Customer service requirements

Required skills:

Communicate effectively with others when providing revenue protection measures

Resolve conflict situations

Read and interpret instructions, procedures and information relevant to the provision of revenue protection measures

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of revenue protection measures

Operate electronic communication equipment to required protocol

Calculate fares

Work collaboratively with others when providing revenue protection measures

Deploy staff

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when providing revenue protection measures in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when providing revenue protection measures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of revenue protection measures

Monitor work activities in terms of planned schedule

Manage stress

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate barriers

Validate tickets

Apply basic mechanical skills

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Revenue protection policy implementation could mean:	company procedures sale of tickets confiscation of invalid tickets identification confirmation checking of concessional, special and privilege passes
Staff allocation could be to:	comply with company procedures the organisation's embarking and disembarking points the transportation units
Resources to monitor fare compliance may include:	company procedures barrier equipment timetable and transport system information tickets automatic ticket collection equipment radio fare schedule infringement notice
Strategies for the checking of ticketing can include:	company procedures continuous checking random checking casual checking
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures

	established procedures
Information/documents may include:	workplace policies and procedures
	customer requests books
	safeworking forms
	dangerous goods manifests
	relevant regulations concerning revenue protection within transport systems
	competency standards and training materials
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	security and emergency procedures
Applicable regulations and legislation may include:	relevant state/territory regulations and legislation concerned with revenue protection within transport systems
	relevant state/territory OH&S regulations and legislation
	relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIO1207C Manage disruptive and/or unlawful behaviour

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems, including monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident(s).

Application of the Unit

Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the management of disruptive and/or unlawful behaviour on transport systems.

Work is performed individually, but skills are required to work within a team environment. It involves the application of routine procedures and regulatory requirements to the management of disruptive and/or unlawful behaviour on transport systems.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Monitor passenger behaviour	<ul style="list-style-type: none">1.1 Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour1.2 Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures1.3 Incidents which breach legislation are identified and appropriate action is taken1.4 Surveillance equipment is operated within legal and workplace parameters
2 Identify and resolve disruptive/unlawful activity	<ul style="list-style-type: none">2.1 The nature of disruptive or unlawful behaviour is accurately assessed and, if possible, conflict is resolved using relevant conflict resolution strategies2.2 Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate2.3 Assistance is sought from other staff and external support services where necessary2.4 The situation is resolved and follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines
3 Take action to control unlawful behaviour	<ul style="list-style-type: none">3.1 Assistance is sought from other staff and external support services where necessary3.2 The nature of the offence and the consequences of the behaviour are clearly communicated to the offender3.3 Staff involvement in the apprehension of offenders is undertaken within legal and workplace parameters

4 Report and document incident(s)

- 4.1 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures
- 4.2 All documentation is drafted in accordance with workplace rules, regulations and guidelines

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements pertaining to the management of disruptive and unlawful behaviour on transport systems

Relevant OH&S and environmental protection procedures and guidelines

Risks and hazards when managing disruptive behaviour on a transport system and related precautions to control the risk

Transport services provided

Procedures for the management of disruptive and unlawful behaviour

Legal and workplace parameters with regard to unlawful behaviour

By-laws and service rules as they apply to disruptive behaviour on transport systems

Common law as it applies to disruptive and unlawful behaviour on transport systems

Customer service requirements

Typical problems that can occur when managing disruptive and unlawful behaviour on transport systems and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate and negotiate effectively with others when managing disruptive and unlawful behaviour on transport systems

Resolve conflict situations

Read and interpret instructions, procedures, guidelines and information relevant to the management of disruptive and unlawful behaviour on transport systems

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when managing disruptive and unlawful behaviour on transport systems

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when managing disruptive and unlawful behaviour on transport systems in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when managing disruptive and unlawful behaviour on transport systems

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the management of disruptive and unlawful behaviour on transport systems

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted in: in a range of work environments and weather conditions

by day or night

Customers may be: internal or external

Facilities and transportation units may include: stations/interchanges/stops

carriages

buses/coaches

amenities

depots/other transport facilities

cafeterias

toilets

ticket offices

Problems may include arguments

hostilities

fare evasion

verbal abuse

physical abuse

graffiti

lack of compliance with no smoking signs

lack of compliance with transport regulations

drunken behaviour

Equipment may include: video/audio equipment

security services (internal or external)

warning lighting

security mirrors

alarms

Contingency processes may involve: notification of external agencies where necessary e.g. police, security guards etc.

	assistance from other staff if necessary
Customer safety surveillance may include:	foot patrol automatic camera monitoring local and remote monitoring vehicle patrol
Consultative processes may involve:	customers private and public sector security personnel police security consultants other employees and supervisors management
Communication in the work area may include:	mobile and fixed phones radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures workplace procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear firearms two-way radios
Information/documents may include:	workplace procedures, regulations, guidelines practices and policies job specifications organisation insurance requirements reports of incidents documentation and records of security breaches conflict resolution documentation relevant manufacturers specifications for equipment used competency standards and training materials

codes of practice and regulations concerning transport security

award, enterprise bargaining agreement, other industrial arrangements

standards and certification requirements

quality assurance procedures

emergency response procedures

rules and regulations in regard to disruptive/unlawful behaviour

Applicable regulations and legislation may include:

state/territory OH&S regulations and legislation concerning transport security

relevant Australian Standards and certification requirements

relevant state/territory privacy legislation

relevant state/territory firearms legislation

licensing and permits for firearms and security occupations

relevant state/territory road rules and traffic acts

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIO1307C Administer the security of assets and facilities

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs.

Application of the Unit

Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the administration of assets and facilities in the transport and distribution industry.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the administration of the security of assets and facilities in the transport and distribution industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess security requirements	<ul style="list-style-type: none">1.1 Adequacy of insurance cover is determined1.2 Adequacy of physical protection over assets and facilities is determined1.3 Methods to improve security requirements are assessed and recommended1.4 Breakdowns/breaches of security are recorded and reported
2 Develop and implement security programs	<ul style="list-style-type: none">2.1 Staff are consulted regularly regarding security programs2.2 Improvements to security procedures are documented, trialed, refined and implemented2.3 Input is given to assist in the preparation of coronial reports and enquires2.4 Statements are gathered and reports prepared which assist in the issuance of summonses
3 Monitor and evaluate security programs	<ul style="list-style-type: none">3.1 Reports and statements produced where security has broken down or has been breached, are analysed and conclusions documented3.2 Security procedures are regularly monitored to ensure their implementation3.3 Security systems are regularly tested and evaluated to ensure operational effectiveness

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements pertaining to the administration of the security of assets and facilities in the transport and distribution industry

Relevant OH&S and environmental protection procedures and guidelines

Risks and hazards when administering the security of assets and facilities, and related precautions to control the risk

Relevant operational procedures for accessing, storing, using and securing resources

Stock handling procedures

Basic financial procedures

Relevant operational procedures relating to the administration of the security of assets and facilities

Types and levels of insurance cover

Risk management policies

Reporting procedures

Corporate organisation chart

Basic legal rights and responsibilities

Typical problems that can occur when administering the security of assets and facilities and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate and negotiate effectively with others when administering the security of assets and facilities

Read and interpret instructions, procedures, information and signs relevant to the administration of the security of assets and facilities

Interpret and follow operational instructions and prioritise work

Complete documentation and records related to the administration of the security of assets

and facilities

Operate electronic communication equipment to required protocol

Gather, collate and present data when administering the security of assets and facilities

Work collaboratively with others when administering the security of assets and facilities

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when administering the security of assets and facilities in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when administering the security of assets and facilities

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Audit the security of assets and facilities

Select and use appropriate computer and office equipment when administering the security of assets and facilities

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Equipment may include:	insurance notes and information organisation security procedures documentation of physical protection facilities security programs
Coding identification of assets may include:	stocktakes assets register (coded and labelled) monitoring insurance requirements
Regular insurance assessments may include:	conditions of insurance insurance assessment of premises monitoring insurance requirements
Work organisation procedures and practices may include:	financial/administrative procedures security procedures
Consultative processes may involve:	private and public sector security personnel police security consultants other employees and supervisors management
Communication in the work area may include:	mobile and fixed phones radio oral, aural or signed communications
Consultative processes may involve:	private and public sector security personnel police

	security consultants other employees and supervisors management
Communication in the work area may include:	mobile and fixed phones radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures workplace procedures established procedures
Information/documents may include:	workplace procedures, regulations, guidelines practices and policies organisation security reports coronial reports and enquiries event statements summonses assets register organisation insurance requirements relevant manufacturers specifications and guidelines codes of practice and regulations concerning transport and distribution assets job specifications competency standards and training materials award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements quality assurance procedures emergency response procedures
Applicable regulations and legislation may include:	state/territory OH&S regulations and legislation concerning transport and distribution assets relevant Australian Standards and certification requirements

relevant state/territory insurance legislation

relevant state/territory legislation relevant to
asset security

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIO1607B Apply and monitor workplace security procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the postal, warehousing, stevedoring, transport, distribution and allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation.

Application of the Unit

Work must be carried out in compliance with the regulations and workplace requirements pertaining to the security procedures in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of workplace procedures and regulatory requirements to security operations as part of work activities in the postal, warehousing, stevedoring, transport, distribution and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check and monitor personnel and goods entering the existing worksite	<p>1.1 The entry and/or exit of personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo</p> <p>1.2 Potential breaches of security which may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures</p>
2 Carry out surveillance of work areas	<p>2.1 Surveillance of work areas is in accordance with workplace procedures and regulatory requirements</p> <p>2.2 Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace procedures and regulatory requirements</p>
3 Deal and write reports on security incidents emergencies	<p>3.1 Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures</p> <p>3.2 Appropriate police/security/emergency services are contacted, if required, in accordance with workplace procedures</p> <p>3.3 Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements</p>
4 Complete required documentation	<p>4.1 Surveillance documentation and reports are completed and files despatched in accordance with workplace procedures and regulatory requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo, freight and mail

Relevant OH&S and environmental protection procedures and guidelines

Workplace security procedures and policies when transferring cargo/freight/mail

Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight/mail

Security problems that may occur when transferring cargo, freight and mail and appropriate action that can be taken to resolve or avoid the problems

Site layout and operating procedures

Types of hazardous cargo and special handling procedures

The marking and numbering systems for cargo/freight/mail

Relevant bond, quarantine or other legislative requirements

Required skills:

Communicate effectively with others when applying and monitoring security procedures for cargo, freight and mail

Read and interpret instructions, procedures and information relevant to the security of cargo, freight and mail

Interpret and follow operational instructions and prioritise work

Complete documentation related to the security of cargo, freight and mail

Receive, acknowledge and send messages with available communications equipment

Work collaboratively with others when applying and monitoring security procedures for cargo, freight and mail

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when applying and monitoring security procedures for cargo, freight and mail in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when applying and monitoring security procedures for cargo, freight and mail

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan own work including predicting consequences and identifying improvements.

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo, freight and mail

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Workplaces may comprise:	large, medium or small worksites
Customers may be:	internal or external
Work may be conducted in:	limited or restricted spaces exposed conditions controlled or open environments
Hazards may include:	vehicular traffic and pedestrians dust and vapours chemicals and hazardous or other dangerous materials humidity, air temperature lighting conditions movements of equipment, goods, and materials noise
Security procedures for high value goods may include:	identification codes/marks/numbers identified and recorded goods to be secured are tallied storage location matches product characteristics including fire risks, weather damage or requirements workplace reporting of shortages and damage
Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include:	carrier and vehicle registration cargo/freight/mail, including marks/numbers/identification codes cargo/freight/mail documentation number of pallets gate pass and time of exit

Documentation may include:

export receipt advice
customs clearance
gate pass/VMO clearance

Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include:

carriers
customs
officers of the Australian Quarantine and Inspection Service
port authority
shipping agents
employees of related industries
work crews
union representatives
contractors
site visitors
contractors
official representatives

Personal protective equipment may include:

gloves
safety headwear and footwear
safety glasses
two-way radios
protective clothing
high visibility clothing

Communication in the work area may include:

phone
fax
email
electronic data transfer (EDI)
RF systems
radio
oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures

	established procedures
Surveillance areas may include:	<p>buildings, gates and perimeter fence</p> <p>personnel and property are authorised to be in a secured area</p> <p>customers, visitors and contractors are safe</p> <p>monies, premises and equipment are secure</p>
Information/documents may include:	<p>workplace policies, operating procedures and practices</p> <p>goods identification numbers and codes</p> <p>manifests, consignment notes, bar codes, and container identification/serial number</p> <p>Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including ADG Code</p> <p>dangerous goods declarations and material safety data sheets (where applicable)</p> <p>quality assurance procedures</p> <p>induction documentation</p> <p>competency standards and training materials</p> <p>job specifications and procedures</p> <p>award, enterprise bargaining agreement or other industrial arrangements</p> <p>codes of practice, including national standards for manual handling and the industry safety code</p> <p>supplier and or/client instructions'</p> <p>HAZCHEM chart/MSDS</p> <p>safety observation feedback program</p> <p>emergency procedures</p>
Applicable regulations and legislation may include:	<p>relevant codes and regulations for the transfer of cargo/freight/mail</p> <p>Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:</p> <p>Australian and International Dangerous</p>

Goods Codes

Australian Marine Orders and the
International Maritime Dangerous Goods
Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives
Codes

licence, patent or copyright arrangements

water and road use and licence arrangements

export/import/quarantine/bond requirements

marine orders

relevant state/territory OH&S and
environmental protection legislation

workplace relations regulations

workers compensation regulations

equal opportunity, equal employment
opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIO207D Follow security procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industries, including checking and maintaining the security of any goods and cargo; ensuring the security of any passengers, workplace personnel and visitors; identifying and reporting any security threats or situations; and completing all required security records.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable security regulations and the relevant sections of a transport organisations workplace security program and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of an organisations workplace security program and procedures and regulatory requirements to ensure that appropriate security procedures are followed when carrying out work activities in the transport, distribution, logistics and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Maintain security of goods and cargo (where applicable)	<p>1.1 Where applicable, goods and cargo are secured within specified locations, transport vehicles, vessels or aircraft as per workplace security procedures and applicable security regulations</p> <p>1.2 Seals, tamper proof packaging, locks and other security measures on goods or cargo are checked and maintained as per workplace security procedures</p> <p>1.3 Signs of pillaging, theft and interference are recognised and reported</p> <p>1.4 Signs of suspicious goods and cargo are recognised and reported promptly to designated personnel</p> <p>1.5 Any breaches of security requirements are reported promptly to designated personnel as per workplace security procedures</p>
2 Maintain security of passengers, workplace personnel and visitors (where applicable)	<p>2.1 Where applicable, security checks of passengers, workplace personnel and visitors are carried out as per workplace security program and procedures and within limits of role and responsibilities</p> <p>2.2 Precautions and measures aimed at protecting the security of passengers, workplace personnel and visitors are followed as per workplace security requirements and applicable security regulations</p> <p>2.3 Signs of security threats are recognised and investigated as per workplace security requirements</p> <p>2.4 Signs of suspicious behaviour of passengers or other personnel are recognised and reported promptly to designated personnel</p> <p>2.5 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures</p>

- 3 Identify a security threat or situation**
 - 3.1 Security threat or situation is promptly identified and assessed and response is prioritised in accordance with the workplace security program and procedures
 - 3.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures
 - 3.3 Relevant personnel are alerted to the security threat or situation as required within workplace security procedures and program
 - 3.4 Communications are maintained with relevant personnel to determine appropriate course of action
- 4 Respond to a security threat or situation**
 - 4.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant
 - 4.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care
 - 4.3 Responsibilities are fulfilled in accordance with the workplace security program and regulatory requirements
 - 4.4 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services
 - 4.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene
 - 4.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions
- 5 Maintain security records**
 - 5.1 Records of security checks and precautions are kept as per workplace procedures
 - 5.2 Reports of security incidents or threats are completed in accordance with workplace

requirements and applicable security requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines

Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies

Relevant quarantine and bond regulations and requirements

Relevant OH&S and environmental protection procedures and guidelines

Security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them

Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels

Signs of pillaging, theft and interference with goods, cargo and mail

Signs of suspicious behaviour of passengers and other personnel

Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors

Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries

Security problems that may occur when carrying out operations in the transport and logistics industries and action that can be taken to address and resolve the problems

Relevant documentation and reporting requirements

Layout of worksite, vehicle, vessel, train or aircraft and operating procedures

Procedures for operating any electronic communications equipment with required protocol

Required skills:

Communicate effectively with others when following security procedures

Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and

logistics industries

Complete required documentation and reports related to security procedures

Work collaboratively with others when following security procedures

Identify and solve and/or report problems that arise when following security procedures

Modify activities depending on differing workplace contexts, risk situations and environments

Adapt to differences in equipment, facilities, cargo and passengers

Apply procedures for security checks and precautions as per limits of role and responsibilities

Recognise signs of pillage, theft and interference with goods, cargo and mail

Recognise signs of security threats and situations

Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures

Follow security threat/incident response plan and procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant communications and other equipment required when following security procedures

Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Transport and logistics enterprises may involve:

warehousing and distribution
road transport
rail transport
aviation
maritime
freight forwarding and customs broking
multimodal transport and logistics

Work may be conducted:

in a range of work environments by day or night, including in large, medium or small transport terminals and storage facilities and on vehicles, trains, aircraft and vessels

Security procedures may be aimed at preventing or identifying:

persons trespassing on security zones and restricted areas
carriage or storage of prohibited goods
the carriage of improvised explosive devices in cargo and mail
smuggling of goods
pillage, theft and interference with cargo, goods and mail
acts or threats of terrorism
hijacking of a vehicle, train, aircraft or vessel
extortion
assault
fraud
vandalism and graffiti

Security measures may include:

security guards at access points and gates to secured areas
locked doors, gates and fences
use of personal electronic access cards
recording of carrier and vehicle registration

	details at gates and checkpoints
	bag check points
	escorts for visitors in restricted areas
	access control into and out of restricted security areas
	use of ID cards
	video surveillance equipment
	X-ray screening of baggage, cargo and goods
	ETD screening of passengers, baggage, cargo and goods
	screening of passengers using handheld and walk through magnetometers
Communication in the work area may include:	phone
	radio
	fax
	email
	electronic data transfer (EDI)
	internet
	oral, aural or signed communications
Personal protection equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Depending on the organisation concerned workplace procedures may be called:	standard operating procedures
	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information and documents may include:	Australian transport security legislation and regulations
	Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and

storage of cargo and goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

workplace security program and related policies and procedures

workplace standard operating procedures and policies

signs and instructions pertaining to security matters

operations manuals, job specifications and induction documentation

manufacturers specifications for equipment tickets, labels, manifests, bar codes, and container identification/serial numbers (as applicable)

supplier and/or client instructions

dangerous goods declarations and material safety data sheets (where applicable)

Applicable legislation, regulations and codes may include:

Australian transport security legislation and regulations

Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

export/import/quarantine/bond regulations

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIO707C Undertake emergency response action to a security threat

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to undertake emergency action to a potential security threat, including selecting emergency actions to be applied, maintaining communications, and reporting the incident in accordance with established procedures.

Application of the Unit

Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic security principles, routine procedures and regulatory requirements to undertake appropriate emergency response action to a security threat.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Select emergency actions to be applied	<ul style="list-style-type: none">1.1 Threats or potential threats are recognised1.2 Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed1.3 Range of emergency actions are identified and analysed1.4 Security threat and appropriate emergency plans are matched1.5 Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment1.6 Emergency actions are modified consistent with changes within the emergency environment
2 Maintain communications	<ul style="list-style-type: none">2.1 Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures2.2 Information is conveyed in a clear, concise and accurate manner
3 Report incident	<ul style="list-style-type: none">3.1 Reporting arrangements are completed according to enterprise procedures3.2 Police or other emergency services are provided with reports as required

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory permit and licence regulations and requirements

Relevant OH&S procedures and guidelines

Risks and hazards when transferring cash-in-transit and related precautions to control security threats

Operational procedures for identification of security threats and undertaking emergency response

Contingency planning relating to managing and controlling security threats

Requirements for approved work procedures and relevant equipment

Housekeeping standards procedures required in the workplace

Typical problems that can occur when undertaking emergency response action to a security threat and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when undertaking emergency response action to a security threat

Read and interpret instructions, procedures, information and signs relevant to emergency response action to a security threat

Interpret and follow operational instructions and prioritise work

Complete documentation related to emergency response action to a security threat

Operate electronic communication equipment to required protocol

Work collaboratively with others when undertaking emergency response action to a security threat

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when undertaking emergency response action to a security threat in accordance with regulatory requirements

and workplace procedures

Implement contingency plans for unanticipated situations that may occur when undertaking emergency response action to a security threat

Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency response action to a security threat

Apply relevant agreements, codes of practice or other legislative requirements

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Safely use correct manual handling techniques

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Hazards may include:	vehicular and pedestrian traffic firearm handling persons with felonious intent uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature
Consultative processes may involve:	clients private security personnel public sector security personnel police security consultants other employees and supervisors management other professional or technical staff
Incidents may include:	actual or potential breaches of security arrangements
Emergency actions are undertaken within:	workplace policy and procedures
Communication may include:	mobile and fixed phones radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures

	organisational procedures
	established procedures
Personal protective equipment may include:	gloves
	safety headwear and footwear
	firearms
	two-way radios
Information/documents may include:	workplace procedures and policies
	job specifications
	relevant manufacturers specifications
	competency standards and training materials
	supplier and/or client instructions
	material safety data sheets
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	licensing and permits for firearms and security occupations
	relevant Australian Standards and certification requirements
	relevant state/territory privacy legislation
	relevant state/territory firearms legislation
	state/territory OH&S regulations and legislation, including manual handling regulations
	licensing requirements for driving and carrying particular classes of goods
	relevant state/territory road rules and traffic acts

Unit Sector(s)

Not applicable.

Competency Field

O - Security

TLIP107C Develop plans to meet customer and organisation needs

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation.

Application of the Unit

Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in developing plans to meet customer and organisation needs.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives. Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute to strategic planning	<p>1.1 A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives</p> <p>1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace</p>
2 Analyse market needs	<p>2.1 Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities</p> <p>2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions</p>
3 Contribute to business documentation	<p>3.1 Contributions are made to the preparation of the workplace's business plans/budgets</p> <p>3.2 All workplace insurance needs are identified and suitable cover taken out</p>
4 Communicate to other members of the organisation	<p>4.1 The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: strategic planning, tactical planning and quality improvement of services/operations/products

Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality

Insurance requirements relevant to business operations

Focus of operation of business planning systems and resources

Resource availability including the processing capacity of equipment and software systems for planning activities

Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken

Required skills:

Communicate and negotiate effectively with others when developing plans to meet customer and organisation needs

Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organisation needs

Interpret and follow operational instructions and prioritise work

Survey and assess organisation and customer requirements

Complete documentation related to the development of plans to meet customer and organisation needs

Operate electronic communication equipment to required protocol

Work collaboratively with others when developing plans to meet customer and organisation needs

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organisation needs in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organisation needs

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer contact and coordination
Plans may include:	operational plans marketing plans financial plans
Consultative processes may involve:	other employees and supervisors customers and suppliers management and union representatives industrial relations and OH&S specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	company plans/procedures enterprise plans/procedures organisational plans/procedures established plans/procedures
Information/documentation may include:	procedures for the development of workplace plans and budgets customer/client instructions and assessed requirements legislation, regulations and related documentation relevant to business operations regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

insurance requirements

relevant agreements, codes of practice
including the National Standards for Services
and Operations

manufacturers/suppliers specifications,
advice, recommended procedures, policies
and instructions

reports of accidents and incidents within
regulatory requirements and workplace
procedures

workplace guidelines on appropriate
workplace language and communication
strategies and interpretation of relevant
information

quality assurance procedures

Applicable regulations and legislation may
include:

relevant regulations, standards and codes of
practice

relevant Australian and state/territory OH&S
legislation

equal employment legislation and related
policies

environmental protection regulations

hazardous substances and dangerous goods
codes

relevant Australian standards and
certification requirements

licence, patent or copyright arrangements

taxation and trading regulations relevant to
business operations

relevant insurance regulations

Unit Sector(s)

Not applicable.

Competency Field

P - Business Planning

TLIP207C Facilitate and capitalise on change in the workplace

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace.

Application of the Unit

Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace.

A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Participate in planning the introduction of change	<ul style="list-style-type: none">1.1 Opportunities are taken to respond to the changing needs of customers and the organisation1.2 Effective contributions are made to the organisation's planning processes to introduce change1.3 Plans to introduce change are made in consultation with affected individuals/groups1.4 The organisation's objectives and plans to introduce change are explained clearly to individuals/teams
2 Develop creative and flexible approaches to solutions	<ul style="list-style-type: none">2.1 Alternative approaches to managing workplace issues and problems are identified and analysed2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation2.3 The workplace is managed in a way that promotes the development of innovative approaches and outcomes2.4 Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment
3 Manage emerging challenges and opportunities	<ul style="list-style-type: none">3.1 Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities3.2 Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively3.3 Individuals/teams are kept informed of progress in the implementation of change

- 3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant and regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: risk management, problem solving, strategic planning, quality improvement, and customer service

Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality

Focus of operation of business planning systems and resources

Resource availability including the processing capacity of equipment and software systems for planning activities

Typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace and related appropriate action that can be taken

Required skills:

Communicate and negotiate effectively with others when planning and facilitating the introduction of changes and innovations in the workplace

Read and interpret instructions, procedures and information relevant to the planning and facilitation of changes and innovations in the workplace

Interpret and follow operational instructions and prioritise work

Survey and assess organisation and customer requirements for change and innovation

Complete documentation related to the planning and facilitation of changes and innovations in the workplace

Operate electronic communication equipment to required protocol

Work collaboratively with others when planning and facilitating the introduction of changes and innovations in the workplace

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when planning and facilitating the introduction of changes and innovations in the workplace in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	<ul style="list-style-type: none"> single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Change may include:	<ul style="list-style-type: none"> new management new work practices new products or services changes in work locations changes in work structures new quality systems new training programs
Learning methods may include:	<ul style="list-style-type: none"> mentoring coaching exchange/rotation action learning shadowing structured training programs
Relevant regulations/legislation may be related to:	<ul style="list-style-type: none"> contract disputation confidentiality goods regulatory requirements probity
Consultative processes may involve:	<ul style="list-style-type: none"> other employees and supervisors customers and suppliers management and union representatives industrial relations and OH&S specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation	company procedures

concerned and the local terminology used, workplace procedures may include:

enterprise procedures
organisational procedures
established procedures

Information/documentation may include:

procedures for the development of workplace plans and budgets
customer/client instructions and assessed requirements
legislation, regulations and related documentation relevant to business operations
regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
insurance requirements
relevant agreements, codes of practice including the National Standards for Services and Operations
manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
reports of accidents and incidents within regulatory requirements and workplace procedures
workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
quality assurance procedures

Applicable regulations and legislation may include

relevant regulations, standards and codes of practice
relevant Australian and state/territory OH&S legislation
equal employment legislation and related policies
environmental protection regulations
hazardous substances and dangerous goods codes
relevant Australian standards and

certification requirements

licence, patent or copyright arrangements

taxation and trading regulations relevant to
business operations

relevant insurance regulations

Unit Sector(s)

Not applicable.

Competency Field

P - Business Planning

TLIP507C Manage workplace information

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals.

Application of the Unit

Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves the use of discretion and judgement for self and others when managing workplace information systems.

A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and source information needs	<ul style="list-style-type: none">1.1 The information needs of individuals/teams is determined and the potential sources of information are identified1.2 Information held by the organisation is reviewed to determine suitability and accessibility1.3 Arrangements are made to obtain information which is not available/accessible within the organisation
2 Collect, analyse and report information	<ul style="list-style-type: none">2.1 Collection of information is timely and relevant to the needs of individuals/teams2.2 Information is in a format suitable for analysis, interpretation and dissemination2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
3 Use management information systems	<ul style="list-style-type: none">3.1 Management information systems are used effectively to store and retrieve data for decision making3.2 Technology available in the work area/organisation is used to manage information efficiently and effectively3.3 Recommendations for improving the information system are submitted to designated persons/groups

- 4 **Contribute to the preparation of operational plans**
 - 4.1 Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes
 - 4.2 Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements
- 5 **Prepare resource proposals**
 - 5.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management
 - 5.2 Estimates of resource needs and utilisation reflects the workplaces business plans and customer and supplier requirements
 - 5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection responsibilities, policies and procedures

Workplace protocols and procedures for the management of workplace information

Workplace business policies and plans as they relate to financial reporting and information system management and improvement

Focus of operation of recording, reporting and statistical analysis systems and resources

Resource availability including the processing capacity of equipment and software systems for statistical analysis of data

Typical problems that can occur with the management of workplace information and related appropriate action that can be taken

Required skills:

Communicate effectively with others when managing workplace information

Read and interpret instructions and procedures relevant to the management of workplace information

Interpret and follow operational instructions and prioritise work

Complete documentation related to the management of workplace information

Operate electronic communication equipment to required protocol

Work collaboratively with others when managing workplace information

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise during the management of workplace information in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and efficiently use information management systems and technologies

Select and appropriately apply technology, information systems and procedures to workplace tasks

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site locations large, medium and small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	internal and external customer and supplier contact and related information coordination
Information may be:	in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport&distribution operations
Communications systems may involve:	telephone fax email electronic data transfer of information (EDI) mail
Consultative processes may involve:	other employees and supervisors customers and suppliers management and union representatives industrial relations and OH&S specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documentation may include:	workplace policies and procedures

relevant contracts and agreements

quality or enterprise work specifications and procedures

manufacturers specifications and/or supplier's advice, recommended procedures, policies and instructions

guidelines relating to minimising risks to the environment and compliance with OH&S requirements

supplier and/or client instructions

material safety data sheets

relevant agreements and codes of practice

legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection

reports of accidents and incidents within regulatory requirements and enterprise procedures

workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information

quality assurance procedures

workplace agreements and awards

workers compensation

emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice

relevant Australian and state/territory OH&S legislation

equal employment legislation and related policies

environmental protection regulations

hazardous substances and dangerous goods codes

relevant Australian standards and certification requirements

licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

P - Business Planning

TLIP707C Contribute to the development of a workplace learning environment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to contribute to the development of a workplace learning environment in accordance with workplace procedures. This includes creating learning opportunities, facilitating and promoting learning, and monitoring and improving learning effectiveness.

Application of the Unit

Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplaces goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Create learning opportunities	<ul style="list-style-type: none">1.1 Workplace environments which facilitate learning are developed and supported1.2 Learning plans are developed as an integral part of individual/team performance plans1.3 Learning plans reflect the diversity of needs and learning opportunities of individual employees and the enterprise1.4 Individual/team access to, and participation in, learning opportunities is facilitated including both formal and informal learning opportunities1.5 Negotiation with training and development specialists results in the planning and provision of learning which enhances the operation of the workplace
2 Facilitate and promote learning	<ul style="list-style-type: none">2.1 Workplace activities are used as opportunities for learning2.2 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes2.3 The benefits of learning are shared with others in the team/workplace2.4 Workplace achievement is recognised by timely and appropriate recognition, feedback and rewards
3 Monitor and improve learning effectiveness	<ul style="list-style-type: none">3.1 Feedback from individuals/teams is used to identify and introduce improvements in future learning arrangements3.2 Adjustments negotiated with training and

development specialists result in improvements to the efficiency and effectiveness of learning

- 3.3 Records and reports of competency are documented and maintained within the workplace systems and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulations, codes of practice and legislative requirements

Relevant OH&S and environmental protection procedures and regulations

Workplace policies and processes for the development of a workplace learning environment

Problems that may occur during the development of a workplace learning environment and action that can be taken to report or resolve the problems

Business policies and plans including training and assessment

Focus of operation of work systems, resources, management and workplace operating systems

The application of current competencies within functional activity

Application of relevant assessment guidelines and endorsed competency standards appropriate for the workplace

Resource availability including the competencies of individuals in the team/group

Quality and customer service standards, policies and procedures

Relevant workplace documentation procedures

Required skills:

Communicate effectively with others when developing a workplace learning environment

Read and interpret competency standards, job specifications, training and assessment instructions and materials relevant to the development of a workplace learning environment

Prioritise work and coordinate self and others in relation to workplace learning opportunities and activities

Complete documentation related to developing a workplace learning environment

Operate electronic communication equipment to required protocol

Provide leadership and work collaboratively with others when developing a workplace learning environment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise during the development of a workplace learning environment in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan and organise learning opportunities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply relevant assessment guidelines and endorsed competency standards appropriate for the workplace

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and apply appropriate technology, learning and assessment resources, information systems and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Learning activities may be:	provided in various work environments in the warehousing, storage, transport and distribution industries
This unit operates in an environment where:	workplace structures support workplace learning
Customers may be:	internal or external
Operations may be conducted:	by day or night
The workplace environment may involve:	twenty-four hour operation single and multi-site locations large, medium and small workplaces
Workplace learning environment may involve:	both internal and external competency-based learning opportunities structured and non-structured learning opportunities workplace on-the-job coaching and mentoring opportunities for the recognition of skills and knowledge gained through previous learning and experience
Consultative and learning processes may involve:	employees, supervisors and managers training providers and assessors relevant authorities, government departments and institutions industrial relations and OH&S specialists other professional or technical staff
Communications systems may involve:	fixed and mobile telephone radio fax email

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

electronic data transfer of information
mail and internal memo

company procedures
enterprise procedures
organisational procedures
established procedures

Documentation/records may include:

codes of practice and regulations relevant to workplace operations

workplace procedures and policies for creation of a workplace learning environment

training manuals, job specifications and procedures and induction documentation

relevant competency standards and assessment materials

training materials and learning resources

Australian and international standards, criteria and certification requirements

communications technology equipment and oral, aural or signed communications

quality assurance standards and procedures

emergency procedures

QA plans, data and document control

conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

regulations and codes of practice relevant to workplace operations

Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

regulations applicable to competency based training and assessment carried out within the Australian Quality Training Framework

relevant workplace relations legislation

relevant workers compensation legislation
equal opportunity, equal employment
opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

P - Business Planning

TLIQ1007B Maintain customer credit accounts and services

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, including establishing and maintaining customer credit accounts and services, and maintaining a customer information system.

Application of the Unit

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of customer credit accounts and services. Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of customer credit accounts and services as part of work activities in the transport, distribution and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish and maintain customer credit accounts and services	<ul style="list-style-type: none">1.1 Lines of credit and other credit facilities are established and communicated to customers1.2 Payment schedules by customers are monitored1.3 Debtors are regularly identified and listed to initiate follow-up action1.4 Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts
2 Maintain customer information system	<ul style="list-style-type: none">2.1 Status of credit accounts is conveyed to customers on a regular basis.2.2 Statistical returns displaying actual against anticipated performance are prepared2.3 Database information regarding products and services sales on credit is maintained2.4 Customer queries are dealt with promptly and courteously2.5 Security of database and data integrity is maintained

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the maintenance of customer credit accounts and services

Focus of operation of work systems, equipment, management and site operating systems for the maintenance of customer credit accounts and services

Problems that may occur when maintaining customer credit accounts and services and appropriate action that can be taken to resolve the problems

Information on relevant aspects of credit services, including: credit services offered by the workplace, credit account systems, credit ratings and limits and credit approval policies and procedures

Documentation requirements for the maintenance of customer credit accounts and services

Instruments of payment including letters of credit, cheques, promissory notes, bank drafts, etc.

Required skills:

Communicate, negotiate and liaise effectively with others when maintaining customer credit accounts and services

Read and interpret instructions, procedures and information relevant to the maintenance of customer credit accounts and services

Interpret and follow operational instructions and prioritise work

Complete documentation related to the maintenance of customer credit accounts and services

Work collaboratively with others when maintaining customer credit accounts and services

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when maintaining customer credit accounts and services in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer and communication/office equipment

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Customers include:	all other rail and freight authorities private businesses government bodies members of the public as well as internal customers
Equipment used may include:	computer intercom system facsimile machine calculator telephone answering machine photocopier
Consultative processes may involve:	other employees and supervisors current and potential customers suppliers, customers and clients relevant authorities and institutions management and union representatives industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet

	RF systems
	oral, aural or signed communications
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	codes of practice and regulations concerning the operation of credit accounts and services
	customer requests and works orders
	workplace procedures and policies including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority
	operations manuals, job specifications and induction documentation
	manufacturers specifications for office equipment
	documentation and forms used for credit services
	supplier and/or client instructions
	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant codes and regulations for the provision of credit services
	privacy legislation
	conditions of credit extension policies and

related government legislation
audit and financial legislation
relevant state/territory OH&S and
environmental protection legislation
workplace relations regulations
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management

TLIQ107D Conduct financial transactions

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents.

Application of the Unit

Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Operate point of sale equipment	<ul style="list-style-type: none">1.1 Point of sale equipment is operated and maintained in line with manufacturers specifications and workplace procedures1.2 Procedure for opening the sales equipment or register is followed1.3 Adequate change is maintained for use in transactions1.4 Sales equipment/register is closed off in accordance with workplace cash security procedures
2 Transact sale	<ul style="list-style-type: none">2.1 Amount owing is calculated and customer advised2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
3 Clear register	<ul style="list-style-type: none">3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy3.2 Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures3.3 Due security is maintained when handling cash in accordance with workplace security procedures
4 Maintain sales documents	<ul style="list-style-type: none">4.1 Records are completed for all transactions including 'refunds' and 'no sales'4.2 Adequate supplies of dockets, vouchers and point of sale documents are maintained4.3 Debtor transactions are processed in line with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations

Relevant OH&S procedures and guidelines

Risks and hazards when carrying out transactions and related precautions to control security threats

Operational procedures for the conduct of direct financial transactions with customers in the courier industry

Contingency planning relating to managing and controlling security threats

Implications of credit and financial institution codes of practice

Requirements of courier work systems, operations and relevant equipment

Typical problems that can occur when conducting financial transactions and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when conducting financial transactions

Read and interpret instructions, procedures and information relevant to the conduct of financial transactions

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of financial transactions

Operate electronic communication equipment to required protocol

Work collaboratively with others when conducting financial transactions

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when conducting financial transactions in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions

Plan own work including predicting consequences and identifying improvements

Apply relevant agreements, codes of practice or other legislative requirements

Monitor work activities in terms of planned schedule

Modify activities depending on differing workplace contexts, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use transaction equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Safely use correct manual handling techniques

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Hazards may include:	vehicular and pedestrian traffic uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes may involve:	clients other employees and supervisors union representatives industrial relations and OH&S specialists management other professional or technical staff local government authorities
Finance processing equipment may include:	manual and electronic cash registers EFTPOS and credit card facilities smart card manual ticketing resources
Financial transactions are undertaken:	within workplace policy and procedures
Communication may include:	mobile and fixed phones radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used,	company procedures

workplace procedures may include:	enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear firearms two-way radios
Information/documents may include:	workplace procedures and policies job specifications relevant manufacturers specifications and instructions for the use of transaction equipment operations manuals induction documentation competency standards and training materials supplier and/or client instructions material safety data sheets codes of practice including the National Standards for Manual Handling and the Industry Safety Code award, enterprise bargaining agreement, other industrial arrangements relevant standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may include:	regulatory requirements for conducting financial transactions relevant Australian Standards and certification requirements relevant state/territory privacy legislation relevant state/territory OH&S regulations and legislation licensing requirements for driving and carrying particular classes of goods relevant state/territory road rules and traffic

acts

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management

TLIQ1207B Sell products and services

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions.

Application of the Unit

Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for financial transactions	<p>1.1 Float, goods and services are prepared in accordance with workplace policies and procedures</p> <p>1.2 Point of sale is established to meet workplace requirements and standards</p>
2 Promote products and services	<p>2.1 Strategies to promote products and services are developed in accordance with workplace policies and procedures</p> <p>2.2 Strategies to promote products and services are implemented in accordance with workplace procedures</p>
3 Sell products or services	<p>3.1 Product knowledge is applied when answering customer inquiries</p> <p>3.2 Sales transactions are conducted in a courteous manner to the customer's satisfaction</p> <p>3.3 The price is correctly calculated and charged and the correct change and receipt is issued</p>
4 Process refunds	<p>4.1 Claim for refund is substantiated in accordance with company procedures</p> <p>4.2 Refund claim application processes are completed to ensure transaction details are recorded</p> <p>4.3 The customer refund is correctly calculated and issued in a courteous manner</p>
5 Reconcile financial transactions	<p>5.1 The value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand</p> <p>5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations and codes of practice relevant when selling products and services

Relevant OH&S procedures and guidelines

Workplace procedures and policies for selling products and services

Overview of the tourism industry and franchising arrangements

Australian and international transport industry guidelines

Workplace products and services

Applicable insurance and public liability

Relevant consumer laws and trade practice requirements

Transport system fare structure and schedules

Advertising policies

Equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use

Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems

Documentation and record requirements

Communication and negotiation requirements when selling products and services

Required skills:

Communicate and negotiate effectively with others when selling products and services

Network with others in travel agencies and sales outlets

Read and interpret instructions, procedures and product information relevant to the sale of products and services

Interpret and follow operational instructions and prioritise work

Complete documentation and entry of data related to the sale of products and services

Work collaboratively with others when selling products and services

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems or objections that may arise when selling products and services in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Carry out research activities required when selling products and services

Market and promote products and services

Create promotional layouts

Select and use relevant office and communications equipment and materials when selling products and services

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments
Goods and services may include:	tickets vouchers items sold on an occasional basis such as surplus equipment or stock marketing or promotional items
Equipment may include:	point of sale equipment ticket machines pricing equipment electronic calculators
Customers may include:	employees or external customers
Service entitlements may include:	tickets for travel or admission vouchers to be exchanges for services
Consultative processes may involve:	customers and potential customers other workplace personnel supervisors and managers representatives of travel agencies and sales outlets official representatives
Communication in the work area may include:	phone fax email/internet electronic data interchange (EDI) face-to-face communication and memos signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures

Information/documents may include:

organisational procedures

established procedures

workplace procedures and policies for selling products and services

work instructions, job description and induction materials

pricing information including catalogues and computerised information

published or computerised information on available products and services

manufacturers specifications for office and communications equipment and materials

relevant OH&S requirements and policies

relevant codes of practice and regulations, including trade practice and consumer protection regulations

award, enterprise bargaining agreement and other industrial arrangements

customer service and quality assurance procedures

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements

relevant state/territory OH&S legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management

TLIQ1307B Advise on and construct fares for customers

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements, including advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents.

Application of the Unit

Work must be carried out in accordance with workplace requirements and Australian and international tourist industry regulations.

Work is performed individually, but skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Advise on fares	<ul style="list-style-type: none">1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions1.2 Customers are clearly advised on features of the fares most appropriate to their needs1.3 Accurate fare quotations are provided to customers according to workplace policy and guidelines
2 Construct fares and itineraries	<ul style="list-style-type: none">2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer2.2 Appropriate travel schedules are used to create the optimum itinerary for customers
3 Issue documents	<ul style="list-style-type: none">3.1 Documents are correctly issued with all details accurately recorded according to workplace and regulatory requirements3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines3.3 Refunds are processed where required in accordance with workplace and industry guidelines

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations and codes of practice relevant to advising on and constructing fares for customers including trade practice and consumer protection requirements

Relevant OH&S procedures and guidelines

Workplace procedures and policies for advising on and constructing fares for customers

International and Australian tourism and transport industry policies and regulations

Workplace travel products and services

Applicable insurance and public liability

Relevant consumer law and trade practice requirements

International regulations affecting Australian tourism operations

Air, coach, ferry, tram and rail fare structures and schedules

Procedures for quotation development

Applicable health regulations

Information on agents commissions

Equipment, and materials used when advising on and constructing fares for customers, and precautions and procedures that should be followed in their use

Problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve the problems

Documentation and record requirements

Communication and negotiation requirements when advising on and constructing fares for customers

Required skills:

Communicate and negotiate effectively with others when advising on and constructing fares for customers

Read and interpret instructions, procedures and information relevant to advising on and constructing fares for customers

Interpret and follow operational instructions and prioritise work

Complete documentation related to advising on and constructing fares for customers including the preparation of travel documentation

Work collaboratively with others when advising on and constructing fares for customers

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when advising on and constructing fares for customers in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Carry out sales and refund procedures

Design and construct itineraries

Construct fares

Process coupons

Carry out research and analysis relevant to advising on and constructing fares for customers

Select and use relevant office and communications equipment and materials when advising on and constructing fares for customers

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments
Fares/itineraries to be constructed may include:	air bus coach ferry rail tram combinations
In providing advice to suit the needs of the customer the following types of fares must be considered:	published fares constructed fares net fares promotional fares
Information used when advising on and constructing fares for customers may include:	market trend information customer requirements regarding tour packages agency and outlet agreements workplace budget and business objectives information
Travel documentation may include:	tickets pre-paid ticket advice miscellaneous charge orders credit card charge forms
All documentation issued must be in accordance with:	International Air Transport Association/Domestic Agency Program Australia and Australian transport regulations
Transport provider information includes:	air, coach, rail, ferry guides fare manuals

	computerised data
	general travel information
Document details include:	tickets
	miscellaneous charge orders
	pre-paid ticket advice
	credit card charge forms
Consultative processes may involve:	customers and potential customers
	other workplace personnel
	supervisors and managers
	representatives of other transport agencies and organisations
	official representatives
Communication in the work area may include:	phone
	fax
	email/internet
	electronic data interchange (EDI)
	face-to-face communication and memos
	signed communications and forms
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	workplace procedures and policies for advising on and constructing fares for customers
	work instructions, job description and induction materials
	air, coach, rail, ferry guides, fare manuals, computerised data and general travel information
	travel documentation
	information related to advertising and promotional activities within the industry
	tickets, miscellaneous charge orders, pre-paid ticket advice and credit card charge

forms

manufacturers specifications for office and communications equipment and materials

relevant OH&S requirements and policies

relevant codes of practice and regulations including trade practice and consumer protection regulations

award, enterprise bargaining agreement and other industrial arrangements

customer service and quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to advising on and constructing fares for customers, including trade practice and consumer protection requirements

relevant state/territory OH&S legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management

TLIQ707C Prepare and process financial documents

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to prepare and process financial documents, including recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and process banking documents.

Application of the Unit

Work must be must be carried out in compliance with the relevant financial codes of practice and regulations.

Work is performed under general supervision. It involves the application of routine principles and procedures to prepare and process financial documents.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Record and balance petty cash transactions	<ul style="list-style-type: none">1.1 Petty cash vouchers are prepared in accordance with workplace procedures1.2 Petty cash claims and vouchers are checked for accuracy and authenticity before processing1.3 Petty cash transactions are recorded1.4 Irregularities are noted and referred to nominated person/section in accordance with workplace procedures
2 Balance all transactions	<ul style="list-style-type: none">2.1 Transactions are presented to nominated person/section for checking in accordance with workplace procedures2.2 Invoices for payment to creditors are reconciled in accordance with workplace procedures2.3 Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures2.4 Errors in invoice charges are identified and corrective action is undertaken within scope of authority in accordance with workplace procedures
3 Rectify discrepancies as directed	<ul style="list-style-type: none">3.1 Correct and authorised invoices are processed for payment and, where required, entered into financial records3.2 Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with workplace procedures
4 Prepare invoices for debtors	<ul style="list-style-type: none">4.1 Preparatory calculations are performed to produce accurate invoices4.2 Relevant documentation is completed to ensure accuracy of contents4.3 Invoices are distributed to nominated personnel for verification prior to despatch

- 4.4 Verified invoices are despatched within designated timelines
 - 4.5 Verified figures are entered into financial journals
 - 4.6 Documents are filed for auditing purposes and, if required, follow-up action
- 5 **Prepare and process banking documents**
 - 5.1 Financial transactions are listed on deposit forms in accordance with financial institution's requirements
 - 5.2 Pay-in documentation is balanced with all financial calculations
 - 5.3 Financial institution deposit totals are balanced with internal records
 - 5.4 Deposits are lodged with the financial institution

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant financial regulations, codes and procedures including pertinent taxation documentation requirements

Relevant OH&S and environmental procedures and regulations

Workplace procedures for the preparing and processing of financial documents

Contacts and sources of information/documentation needed for the preparation and processing of financial documents

Customer service policies and procedures

Documentation requirements of banking institutions, governments and other relevant agencies

Typical problems that can occur when preparing and processing financial documents and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when preparing and processing financial documents

Read and interpret instructions, procedure and information relevant to the preparation and processing of financial documents

Interpret and follow operational instructions and prioritise work

Complete documentation related to the preparation and processing of financial documents

Operate electronic communication equipment to required protocol

Perform required calculations both manually and with the aid of relevant equipment and calculators

Work collaboratively with others when preparing and processing financial documents

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when preparing and processing financial documents in accordance with regulatory requirements and workplace

procedures

Implement contingency plans for unanticipated situations that may occur when preparing and processing financial documents

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Select and use relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:	a range of organisations in the transport, warehousing, distribution and/or storage industries and may be conducted by day or night
Customers may be:	internal or external
Requirements for work may include:	site restrictions and procedures use of safety and personal protective equipment specified loading operations communications equipment hours of operation authorities and permits financial regulations and processes privacy and security procedures
Processing of financial documents may include:	recording and balancing petty cash transactions balancing all transactions rectifying discrepancies as directed preparing invoices for debtors preparing and processing banking documents
Lodgement of transactions with financial institutions may include:	electronic banking manual processes including the use of third parties
Preparation of documentation is undertaken:	within scope of authority
Business source documents may include:	electronic banking requisitions orders service statements invoices and receipts

	despatch and receipt notes
	credit notes
	statements
	sales tax statements
	consignment notes
Communications systems may involve:	telephone
	fax
	email
	electronic data transfer of information (EDI)
	mail
Consultative processes may involve:	other employees and supervisors
	suppliers, potential customers and existing clients
	relevant authorities
	banking institutions
	other agencies
	management and union representatives
	OH&S specialists
	other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	workplace procedures
	organisational procedures
	established procedures
Documentation/records may include:	operations manuals, job specifications and procedures and induction documentation
	guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements
	competency standards and training materials
	manufacturers/client specifications, instructions and labelling advice including material safety data sheets
	workplace operating procedures and policies

	supplier and/or client instructions
	Australian and international standards, criteria and certification requirements
	communications technology equipment, oral, aural or signed communications
	OH&S procedures
	quality assurance procedures
	security procedures
Applicable regulations and legislation may include:	relevant financial regulations, codes and procedures including relevant taxation requirements
	Australian and international standards and certification requirements
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	international transport regulations, codes and procedures

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management

TLIR107C Monitor supplier performance

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract.

Application of the Unit

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Administer supplier contract	<ul style="list-style-type: none">1.1 Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules1.3 Non-conformance of supplier with contracted requirements is accurately detailed1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures
2 Complete documentation	<ul style="list-style-type: none">2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file2.3 System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S responsibilities and procedures

Workplace protocols and procedures for monitoring the performance of supply contractors

Workplace contract performance and dispute resolution policies and procedures

Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality

Focus of operation of recording, reporting and statistical analysis systems and resources

Resource availability including the processing capacity of equipment and software systems for statistical analysis of data

Typical problems that can occur with supply contracts and related appropriate action that can be taken

Required skills:

Communicate effectively with others when monitoring supplier performance

Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance

Interpret and follow operational instructions and prioritise work

Complete documentation related to the monitoring of supplier performance

Operate electronic communication equipment to required protocol

Work collaboratively with others when monitoring supplier performance

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Select and appropriately apply technology, information systems and procedures when monitoring supplier performance

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site location large, medium or small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations involve:	customer and supplier contact and coordination
The key requirement of this unit is to:	interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel
Contracts may be:	for singular or continuous supply
Document/data interchange may be:	electronic paper-based
Suppliers may include:	domestic and international contractors corporations government agencies
Contract non-conformance must be:	demonstrable
Relevant regulations/legislation may be related to:	contract disputation confidentiality goods regulatory requirements probity
Consultative processes may involve:	other employees and supervisors customers and suppliers management and union representatives industrial relations, occupational health and safety specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation	company procedures

concerned and the local terminology used, workplace procedures may include:

enterprise procedures
organisational procedures
established procedures

Information/documentation may include:

relevant supply contracts and agreements
quality or enterprise work specifications and procedures
manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions
guidelines relating to minimising risks to the environment and occupational health and safety requirements
supplier and/or client instructions
material safety data sheets
relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
reports of accidents and incidents within regulatory requirements and enterprise procedures
workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
quality assurance procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice
relevant Australian and state/territory OH&S legislation
equal employment legislation and related policies
environmental protection regulations
hazardous substances and dangerous goods codes
relevant Australian standards and

certification requirements

licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

R - Contract Procurement

TLIR207C Source goods/services and evaluate contractors

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s).

Application of the Unit

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Analyse supply requirements	<ul style="list-style-type: none">1.1 Purpose and specifications of required goods/services are identified1.2 Criteria to evaluate potential or existing contractor performance is established1.3 Quantities of required goods/services are determined1.4 Frequency of ordering/requesting of goods/services is identified
2 Evaluate potential contractors	<ul style="list-style-type: none">2.1 Contractors of requested goods/materials/services are identified2.2 Comparative costings for goods/materials/services are obtained2.3 Contractors' ability to provide a consistent level of performance on repeat jobs is assessed2.4 Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures2.5 A prioritised contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service2.6 The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors2.7 Information and data generated during the selection process is filed and maintained in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S responsibilities and procedures

Workplace policies, procedures and protocols for the sourcing and supply of goods/services, and the evaluation of potential supply contractors

Workplace grievance and disputation handling policies and procedures

Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality

Focus of operation of recording, reporting and statistical analysis systems and resources

Resource availability including the processing capacity of equipment and software systems for statistical analysis of data

Typical problems that can occur when sourcing goods and services and evaluating contractors, and related appropriate action that can be taken

Required skills:

Communicate and negotiate effectively with others when sourcing goods and services and evaluating contractors

Read and interpret instructions, procedures and information and signs relevant to the sourcing of goods and services and the evaluation of contractors

Interpret and follow operational instructions and prioritise work

Complete documentation related to the sourcing of goods and services and the evaluation of contractors

Operate electronic communication equipment to required protocol

Work collaboratively with others when sourcing goods and services and evaluating contractors

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when sourcing goods and services and evaluating contractors in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and appropriately apply technology, information systems and procedures to workplace tasks

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	single and multi-site location large, medium or small companies
Services, products, risks, work systems and requirements may:	potentially vary across different sections of the workplace
Operations require:	customer and supplier contact and coordination
Contractors may be:	for one-off or repeat supplies/contract services
Document/data interchange may be:	electronic paper-based
Selection processes include:	procedures for maintenance of confidentiality and integrity
Personnel in work area may include	other employees and supervisors customers and suppliers external authorities and agencies management and union representatives industrial relations, occupational health and safety specialists other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/documentation may include:	quality and work specifications and procedures specifications for required products or services manufacturers specifications and/or suppliers

handling and storage advice

workplace procedures, policies and instructions

OH&S regulations and procedures

supplier and/or client instructions

materials safety data sheets

relevant agreements, codes of practice including the national standards for manual handling and the industry safety code

legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection

reports of accidents and incidents within regulatory requirements and enterprise procedures

workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information

quality assurance procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice

relevant Australian and state/territory OH&S legislation

equal employment legislation and related policies

environmental protection regulations

hazardous substances and dangerous goods codes

relevant Australian standards and certification requirements

licence, patent or copyright arrangements

Unit Sector(s)

Not applicable.

Competency Field

R - Contract Procurement

TLIR307C Negotiate a contract

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to contract transport and distribution services in accordance with relevant regulatory requirements and workplace procedures. This includes negotiating the contract with a contractor, finalising the contract negotiations, and completing all enterprise contract requirements.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards, legal requirements and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplaces goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Negotiate contract with contractor	<p>1.1 Requirements of the contract are clearly documented and understood by the relevant parties</p> <p>1.2 Areas of ambiguity or concern are clarified and resolved</p> <p>1.3 Negotiations are undertaken with selected contractor for the contracting of required goods/services on a 'without prejudice' basis</p> <p>1.4 Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators</p> <p>1.5 Alternative contractors are negotiated with if agreement is unable to be reached with preferred contractor</p> <p>1.6 Contract negotiations conform to established workplace requirements and relevant legislation</p>
2 Complete contract negotiations	<p>2.1 Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply</p> <p>2.2 Technical support in the drafting of contracts is accessed where required</p> <p>2.3 Contract documentation is signed and exchanged between the relevant parties</p>
3 Complete enterprise contract requirements	<p>3.1 Documentation systems are established to ensure traceability of orders and financial transactions</p> <p>3.2 Workplace systems that require interaction with contractors are identified and actioned</p>

- 3.3 Quality assurance procedures for supplied goods/services are initiated
- 3.4 Contract and ancillary documentation is completed and stored in accordance with workplace procedures and, where applicable, regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations, codes of practice and legal requirements relevant to contractual arrangements

Relevant OH&S and environmental protection procedures and regulations

Workplace procedures for the negotiation of a contract

Problems that may occur during the negotiation of a contract and action that can be taken to report or resolve the problems

Risks that may exist when negotiating a contract and ways of controlling the risks involved

Focus of operation supply arrangements, resources, management and workplace operating systems

Applicable aspects of contract law

Processes for contract formulation and negotiation

Workplace business policies and plans including procedures for maintenance of confidentiality

Equipment applications, capacities, and configurations

Resource availability including the competencies of individuals in the team/group

Relevant contract documentation requirements

Required skills:

Communicate effectively with others when negotiating a contract

Read and interpret instructions, procedures, information and regulatory requirements relevant to the negotiation of a contract

Prioritise work and coordinate self and others in relation to workplace activities

Complete documentation related to the negotiation of a contract

Operate electronic communication equipment to required protocol

Provide leadership and work collaboratively with others when negotiating a contract

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when negotiating a contract in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract

Plan and organise work activities

Monitor work activities in terms of planned schedule

Modify activities to cater for variations in workplace contexts and environment

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and apply appropriate technology and information systems

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:	in various work environments in warehousing, storage, transport and distribution industries
Customers may be:	internal or external
Operations may be conducted:	by day or night
The workplace environment may involve:	twenty-four hour operation single and multi-site location large, medium and small workplaces
Services, products, risks, work systems and requirements:	potentially vary in different sections of the enterprise
Contracts may be for:	singular or continuous supply of goods and/or services
Document/data interchange may be:	electronic paper-based
Clients/customers/suppliers may include:	domestic and international contractors corporations individuals government agencies
Contract must conform to:	relevant legislation in regard to issues of probity and fair dealings
Consultative processes may involve:	employees, supervisors and managers contractors suppliers and current or potential clients legal representatives, financial managers, accountants relevant authorities, government departments and institutions representatives of other enterprises and organisations related to the international

	transfer of freight
	industrial relations and OH&S specialists
	other professional, maintenance and technical staff
Communications systems may involve:	fixed and mobile telephone
	radio
	fax
	email
	electronic data transfer of information
	mail, forms and internal memos
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	codes of practice and regulations relevant to the transport and distribution contractual arrangements
	legal and contract documentation
	workplace operating procedures and policies
	operations manuals, job specifications and procedures and induction documentation
	supplier and/or client instructions
	Australian and International standards, criteria and certification requirements
	communications technology equipment and oral, aural or signed communications
	quality assurance standards and procedures
	emergency procedures
	relevant competency standards and training materials
	QA plans, data and document control
	conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may	regulations and codes of practice relevant to

include:

contractual arrangements

Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances

relevant financial regulations

Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant state/territory environmental protection legislation

relevant licence or permit requirements and associated regulations

relevant workplace relations legislation

relevant workers compensation legislation

equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

R - Contract Procurement

TLIT107C Capture records into a records keeping system

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to capture records into a records keeping system in accordance with workplace requirements including identifying records to be captured and registering the identified records.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to capture records into a records management system in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify records to be captured	<ul style="list-style-type: none">1.1 Material identified and classified for registration is sorted in accordance with records keeping system procedures1.2 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures1.3 Area or action officer to which the record needs to go is identified from elements of the record and staff list in accordance with organisational procedures1.4 Any material which cannot be readily identified is referred to the appropriate authority in accordance with organisational procedures
2 Register the record	<ul style="list-style-type: none">2.1 Unique identifier is selected for record in accordance with organisational procedures and records keeping system rules2.2 Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures2.3 Access and security status are recorded in accordance with organisational procedures and records keeping system rules2.4 Disposal status of the record is recorded in accordance with records keeping system rules and organisational procedures2.5 Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules and organisational procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the capturing of records as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the capturing of records into a records management system including policies on confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the capturing of records into a records management system

Problems that may occur when capturing records and appropriate action that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when capturing records

Read and interpret instructions, procedures and information relevant to the capturing of records

Interpret and follow operational instructions and prioritise work

Complete documentation related to the capturing of records

Operate electronic communication equipment to required protocol

Work collaboratively with others when capturing records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when capturing

records in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Maintain security and confidentiality of material

Identify, select and efficiently and effectively use equipment for the capturing of records into a records management system

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may include:	a simple records series (single disposal class in disposal authority) a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records) action that is either complete or includes sentencing that may be part of the capture process media that is paper-based, electronic or other format
The record capturing process is:	conducted as part of records management activities with the operator using discretion and judgement within established procedures
Operating environment may include:	operating under supervision working as a team effort working solo a sentencing process encompassing review with team procedures ensuring consistency
Hazards in the work area may include:	height and reach implications of storage facilities

dust, chemicals and vapours
stationary and moving equipment, parts and materials
noise, light, energy sources
electrical equipment
humidity, air temperature, radiant heat
pests
debris on floor
faulty racking
poorly stacked records or boxes
faulty equipment

Personal protective equipment may include:

gloves
safety headwear and footwear
safety glasses
protective clothing
high visibility clothing

OH&S requirements include:

manual handling
protective clothing
elimination/control of hazards
machine isolation
machine guarding

Communication in the work area may include:

phone
fax
email/internet
RF systems
electronic data interchange (EDI)
barcode readers
oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established or standard procedures

Consultative processes may involve:	workplace personnel including supervisors and managers customers/clients suppliers and contractors union representatives industrial relations and OH&S specialists other professional or technical staff
Information/documents may include:	job specifications and workplace operating procedures Australian or international standards pertaining to records management storage specifications and requirements manufacturers specifications for equipment/tools supplier and/or client instructions codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant regulations including the requirements for confidentiality and security of information award, enterprise bargaining agreement, other industrial arrangements relevant standards and certification requirements emergency procedures quality assurance standards for records management
Applicable regulations and legislation may include:	relevant codes and regulations pertaining to records management relevant Australian Standards relating to records management relevant state/territory OH&S legislation relevant state/territory environmental protection legislation privacy and confidentiality legislation and regulations

freedom of Information regulations
workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records

TLIT207C Document a records system

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to document a records system in accordance with workplace requirements. It includes identifying records creators and their accountability requirements; locating records creators in their organisational structure; identifying the activities/function documented by the records; analysing and describing the record keeping system to identify the series; describing the links between record keeping series; describing the anomalies to the normal order of the series; and documenting the records series and its relationships over time.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to document a records system in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify the records creators and their accountability requirements	<p>1.1 The creating organisation is identified as a public or private entity and likely sources of information about the creator are identified and assessed as relevant</p> <p>1.2 The record creator is identified by establishing who or what part of an organisation created the records</p> <p>1.3 Where there is more than one creator over time, all the creators are located in their organisational and chronological context</p> <p>1.4 The accountability requirements and functional responsibilities of the records creators are identified from available information sources</p> <p>1.5 Sources of information used in the research are identified as authentic and copies kept in accordance with organisational record keeping practice</p>
2 Locate the records creators in their organisational structure	<p>2.1 The nature of the jurisdiction governing the organisation is identified and described</p> <p>2.2 The location and context of the records creators are described in their organisational structure and context</p>
3 Identify the activities/function documented by the records	<p>3.1 The actions/activities which the records are generated by, or documented, are identified</p> <p>3.2 The boundaries of the activities are identified from the records and checked against a functional analysis of the organisation</p> <p>3.3 The records are matched to the functions for which the records creators are responsible</p> <p>3.4 Date-ranges for the records are determined from the records, supplemented where necessary from external sources</p> <p>3.5 Changes to the activities/function are documented</p>

- over the time period of the records
- 4 **Analyse and describe the record keeping system in which the records are created to identify the series**
 - 4.1 Elements of the record keeping system(s) are identified from the records and documented
 - 4.2 The records series is/are identified and documented in accordance with organisational standards and procedures
 - 4.3 The history and context of the records system is documented in accordance with organisational standards and procedures
 - 5 **Describe the links between record keeping series**
 - 5.1 Related record series which make up the records series system are identified from analysis of the available source information and the records themselves
 - 5.2 Predecessor and subsequent records series are described to place the series in its chronological context
 - 5.3 Anomalies to the normal order of the series are described
 - 6 **Describe the anomalies to the normal order of the series**
 - 6.1 Anomalies which have occurred over time to the systemic order of the series are identified from analysis of the available source information and the records themselves
 - 6.2 Any anomalies to the systemic order of the series are described and corrected in the way the records are maintained in accordance with organisational procedures
 - 6.3 Where they are identifiable, the causes of the anomalies which have occurred over time are described
 - 7 **Document the records series and its relationships over time**
 - 7.1 Documentation is complete, including all available information and analysis results

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the documentation of a records system as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the documentation of a records system including policies on confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the documentation of a records system

Problems that may occur when documenting a records system and appropriate action that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the documentation of a records system and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when documenting a records system

Read and interpret instructions, procedures, information and signs relevant to documenting a records system

Interpret and follow operational instructions and prioritise work

Work collaboratively with others when documenting a records system

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when documenting a records system in accordance with regulatory requirements and workplace procedures

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Maintain security and confidentiality of material

Identify, select and efficiently and effectively use equipment for the documentation of a records system

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may be:	paper- or electronically-based
Storage requirements may include records in various modes such as:	paper-based computer disks and reels CD-ROM microfiche film audio
Record system documentation may include but is not limited to:	the administrative and functional context over time the identity of the creators the links to other related series the record keeping system
Records may range from:	single series to multiple series in a system complexity of records creating context (multiple changes over time) complexity of system including anomalies and exception to system rules multiplicity of activities date-range and size of records series

	in various formats including paper, electronic storage media, structured; free text, graphic
Hazards in the work area may include exposure to:	height and reach implications of storage facilities dust and vapours stationary and moving equipment, parts and materials noise, light, energy sources electrical equipment humidity, air temperature, radiant heat debris on floor faulty racking poorly stacked records or boxes faulty equipment
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses protective clothing high visibility clothing
OH&S requirements include:	manual handling protective clothing elimination/control of hazards machine isolation machine guarding
Communication in the work area may include:	phone fax email/internet barcode readers electronic data interchange (EDI) RF systems oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used,	company procedures enterprise procedures

workplace procedures may include:	organisational procedures established or standard procedures
Consultative processes may involve:	workplace personnel including supervisors and managers customers/clients suppliers and contractors union representatives industrial relations and OH&S specialists other professional or technical staff
Information/documents may include:	job specifications and workplace operating procedures relevant Australian or international standards pertaining to records management storage specifications and requirements manufacturers specifications for equipment/tools supplier and/or client instructions codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant regulations including the security and confidentiality requirements award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements emergency procedures quality assurance standards for records management
Applicable regulations and legislation may include:	relevant codes and regulations pertaining to records management relevant Australian Standards relating to records management relevant state/territory OH&S legislation relevant state/territory environmental protection legislation privacy and confidentiality legislation and

regulations

freedom of information regulations

workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records

TLIT307C Identify and classify records to be captured

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to identify and classify records to be captured in accordance with workplace requirements including identifying records to be captured, classifying records, and registering records.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to identify and classify records to be captured as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify records to be captured	<ul style="list-style-type: none">1.1 Incoming material is categorised in accordance with organisational procedures for records which are to be captured1.2 Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required1.3 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures1.4 Area or action officer to which the record needs to go is identified from elements of the record or its content and staff list, in accordance with organisational procedures1.5 Incoming material is assessed against organisational checklist to identify what material needs to be captured1.6 Material which does not need to be registered is dealt with in accordance with organisational procedures1.7 Where required by organisational procedures, the format/media of the record is modified in accordance with organisational requirements and procedures
2 Classify the record	<ul style="list-style-type: none">2.1 The identified transaction/action/activity documented by the record is matched to the organisation's classification scheme2.2 The full classification of the record is selected in accordance with the system rules and organisational procedures2.3 The classified record is linked to other records in the system in accordance with the system rules and organisational procedures2.4 Indexing points (cross-reference terms) are selected for the record in accordance with the system rules

and organisational procedures

3 Register the record

- 3.1 Unique identifier is selected for record in accordance with organisational procedures and record keeping system rules
- 3.2 Record is registered into record keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures
- 3.3 Access and security status are determined in accordance with organisational procedures and documented in accordance with record keeping system rules
- 3.4 Disposal status of the record is determined and recorded in accordance with the record keeping system rules and organisational procedures
- 3.5 Record is forwarded to its appropriate location, which is recorded in accordance with the system rules and organisational procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the identification and classification of records to be captured as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the identification and classification of records to be captured including policies on privacy, confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the identification and classification of records to be captured as part of a records management process

Problems that may occur with the identification and classification of records to be captured and appropriate action that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the identification and classification of records to be captured and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when identifying and classifying records to be captured

Read and interpret instructions, procedures and information relevant to the identification and classification of records to be captured

Interpret and follow operational instructions and prioritise work

Complete documentation related to the identification and classification of records to be captured

Operate electronic communication equipment to required protocol

Work collaboratively with others when identifying and classifying records to be captured

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when identifying and classifying records to be captured in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Maintain security and confidentiality of material

Identify, select and efficiently and effectively use equipment and consumables for the identification and classification of records to be captured

Adapt to differences in equipment in accordance with standard operating procedures

Use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may be:	electronic paper-based microform graphic mainframe or PC-based applications
Storage requirements may include records in various modes such as:	paper-based computer disks and reels CD-ROM microfiche film audio
The record identification and classification process is:	conducted as part of records management activities with the operator using discretion and judgement within established procedures
Access status of records may be:	confidential high security (restricted) open
Records may be registered (captured) into:	current records systems

	archival control systems
	business systems
	storage facilities systems
Storage may be:	centralised or decentralised
	off-line or off-site
	in-house or out-sourced
	commercial storage service or government repository
	CD storage
	imaging systems
	microform
	audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)
Hazards in the work area may include:	height and reach implications of storage facilities
	dust and vapours
	stationary and moving equipment, parts and materials
	noise, light, energy sources
	electrical equipment
	humidity, air temperature, radiant heat
	debris on floor
	faulty racking
	poorly stacked records or boxes
	faulty equipment
OH&S requirements include:	manual handling
	protective clothing
	elimination/control of hazards
	machine isolation
	machine guarding
Communication in the work area may include:	phone
	fax

	email/internet
	electronic data interchange (EDI)
	RF systems
	barcode readers
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established or standard procedures
Consultative processes may involve:	workplace personnel including supervisors and managers
	customers/clients
	suppliers and contractors
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	protective clothing
	high visibility clothing
Information/documents may include:	job specifications and workplace operating procedures
	relevant Australian or international standards pertaining to records management
	storage specifications and requirements
	manufacturers specifications for equipment/tools
	supplier and/or client instructions
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	relevant regulations including the privacy and confidentiality requirements
	award, enterprise bargaining agreement,

other industrial arrangements
standards and certification requirements
emergency procedures
quality assurance standards for records
management

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to records management
relevant Australian Standards relating to records management
relevant state/territory OH&S legislation
relevant state/territory environmental protection legislation
privacy and confidentiality legislation and regulations
freedom of information regulations
workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records

TLIT407C Maintain control of records

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to maintain control of records in accordance with workplace requirements including tracking records, conducting file audits, preparing reports from a records system, preparing staff lists, and implementing disaster recovery procedures.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to maintain control of records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Track record	<ul style="list-style-type: none">1.1 Unique identifier of record to be located is determined from request or instructions1.2 Location of record is obtained from records system in accordance with records system rules and organisational procedures1.3 History of record location is obtained from records system in accordance with records system rules and organisational procedures1.4 Information about record is obtained from records system in accordance with records system rules and organisational procedures1.5 Information about the record is updated and amended in accordance with organisational procedures1.6 All transactions on the records system are completed within the designated timeframe
2 Conduct a file audit	<ul style="list-style-type: none">2.1 Files are physically located with action officer and in storage areas in accordance with supervisor's instructions2.2 Discrepancies between nominal and actual record locations are identified2.3 Supervisor is clearly/specifically informed/notified of any discrepancies and/or issue2.4 Unacceptable record keeping practices are observed and noted during the audit activities in accordance with organisational procedures2.5 Information about any anomalous record is updated and amended in accordance with organisational procedures2.6 Reconciliation statement is prepared and forwarded to supervisor in accordance with organisational procedures and records system procedures

- 3 **Prepare reports from records system**
 - 3.1 Reports are prepared from system in accordance with supervisor's instructions or requests
 - 3.2 Reports are prepared in accordance with workplace procedures and records system procedures
 - 3.3 All reports from the records system are prepared within the designated timeframe
- 4 **Prepare staff lists**
 - 4.1 Staff and user lists are checked and updated to accord with the current locations and designations of organisational staff members in accordance with supervisor's instructions
 - 4.2 Staff and user lists are duplicated and circulated to all those requiring copies in accordance with supervisor's instructions
- 5 **Implement disaster recovery procedures**
 - 5.1 Policies and procedures are identified for disaster recovery
 - 5.2 Recovery actions are undertaken in accordance with workplace procedures and scope of authority
 - 5.3 Appropriate personnel are informed of actions taken in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the maintenance of control of records as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the maintenance of control of records as part of a records management process

Problems that may occur with the maintenance of control of records and appropriate action that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the maintenance of control of records and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when maintaining control of records

Read and interpret instructions, procedures and information relevant to the maintenance of control of records

Interpret and follow operational instructions and prioritise work

Complete documentation related to the maintenance of control of records

Operate electronic communication equipment to required protocol

Work collaboratively with others when maintaining control of records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when maintaining control of records in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Maintain security and confidentiality of material

Identify, select and efficiently and effectively use equipment for the maintenance of control of records

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may be:	paper- or electronically-based
Storage requirements may include records in various modes such as:	paper-based computer disks and reels CD-ROM microfiche film audio
The record control process is:	conducted as part of records management activities with the operator using discretion and judgement within established procedures
Record information to be updated may come from:	supervisor user file transfer slips action officers results of file audit requests
Standard reports prepared from the record keeping system may include:	statistics resubmits for following day

	over due action reports
	daily correspondence
Those requiring copies of staff/user lists may include:	managers of record keeping areas
	those undertaking classification and capture
OH&S requirements include:	manual handling
	protective clothing
	elimination/control of hazards
Communication in the work area may include:	phone
	fax
	email/internet
	electronic data interchange (EDI)
	RF systems
	barcode readers
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established or standard procedures
Consultative processes may involve:	workplace personnel including supervisors and managers
	customers/clients
	suppliers and contractors
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
Hazards in the work area may include:	height and reach implications of storage facilities
	dust and vapours
	stationary and moving equipment, parts and materials
	noise, light, energy sources
	electrical equipment
	humidity, air temperature, radiant heat

	debris on floor
	faulty racking
	poorly stacked records or boxes
	faulty equipment
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	protective clothing
	high visibility clothing
Information/documents may include:	job specifications and workplace operating procedures
	relevant Australian or international standards pertaining to records management
	storage specifications and requirements
	manufacturers specifications for equipment/tools
	supplier and/or client instructions
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	relevant regulations including the privacy and confidentiality requirements
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	emergency procedures
	quality assurance standards for records management
Applicable regulations and legislation may include:	relevant codes and regulations pertaining to records management
	relevant Australian Standards relating to records management
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation
	privacy and confidentiality legislation and

regulations

freedom of information regulations

workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records

TLIT507C Provide information from and about records

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to provide information from and about records in accordance with workplace procedures. It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures, and providing the information in response to users requests.

Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify range of records required	<ul style="list-style-type: none">1.1 The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear1.2 Range of records likely to contain the information required by the user is identified from analysis of the request1.3 The availability of the required records is accessed using appropriate finding aids and record keeping system1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation
2 Gather required records	<ul style="list-style-type: none">2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required information content2.2 Information is extracted, where required, and information is prepared in line with the request2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organisational procedures2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed
3 Interpret and administer access rules and procedures	<ul style="list-style-type: none">3.1 Person requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures3.2 Access restriction rules and guidelines are applied to the records requested and to match the access

category of the user

- 3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision
 - 3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction
- 4 Provide the information in response to users' requests**
- 4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures
 - 4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures
 - 4.3 All access rules, record preservation requirements, specified timelines and occupational health and safety guidelines are adhered to
 - 4.4 The records retrieved and used to provide information are documented according to the system rules and organisational procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations relevant to the provision of information from or about records as part of a records management process

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records

Focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process

Problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems

Operational workflow within a records management system

Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use

Housekeeping standards and procedures required in the workplace

Site layout and obstacles

Required skills:

Communicate effectively with others when providing information from or about records

Read and interpret instructions and procedures relevant to the provision of information from or about records

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of information from or about records

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing information from or about records

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify, select and efficiently and effectively use equipment for the provision of information from or about records

Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Maintain security and confidentiality of material

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	equipment goods products materials vehicular traffic
Records may be:	paper- or electronically-based
Storage requirements may include records in various modes such as:	paper-based computer disks and reels CD-ROM microfiche film audio
The information service is conducted as part of:	records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required
Appropriate format for provision of information may include:	original copy of original hard or soft copy of original digital

	permission to view information/record
Hazards in the work area may include:	height and reach implications of storage facilities dust and vapours stationary and moving equipment, parts and materials noise, light, energy sources electrical equipment humidity, air temperature, radiant heat debris on floor faulty racking poorly stacked records or boxes faulty equipment
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses protective clothing high visibility clothing
OH&S requirements include:	manual handling protective clothing elimination/control of hazards
Communication in the work area may include:	phone fax email/internet electronic data interchange (EDI) RF systems barcode readers oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established or standard procedures

Consultative processes may involve:	workplace personnel including supervisors and managers customers/clients suppliers and contractors union representatives industrial relations and OH&S specialists other professional or technical staff
Information/documents may include:	job specifications and workplace operating procedures relevant Australian or international standards pertaining to records management storage specifications and requirements manufacturers specifications for equipment/tools supplier and/or client instructions codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant regulations including the privacy, confidentiality, access and security requirements award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements emergency procedures quality assurance standards for records management
Applicable regulations and legislation may include:	relevant codes and regulations pertaining to records management relevant Australian Standards relating to records management relevant state/territory OH&S legislation relevant state/territory environmental protection legislation privacy and confidentiality legislation and regulations freedom of information regulations

workplace relations regulations including
equal opportunity, equal employment
opportunity and affirmative action legislation
workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

T - Records

TLIU107B Implement and monitor environmental protection policies and procedures

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures including accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision generally within a team environment. It involves the application of the environmental protection principles and regulations to implement and monitor environmental protection policies and procedures during the course of workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Access information concerning environmental protection regulations and procedures	<p>1.1 Relevant provisions of environmental legislation and codes of practice are accurately followed</p> <p>1.2 Information on workplace environmental policies, procedures and programs is stored in a readily accessible location and manner</p> <p>1.3 Information is accurately and clearly explained to the work team and updated according to change in workplace policy</p> <p>1.4 Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel</p>
2 Implement and monitor procedures concerning environmental hazards	<p>2.1 Existing and potential environmental hazards in the workplace are identified and reported</p> <p>2.2 Identified hazards are assessed in relation to relevant environmental protection policies</p> <p>2.3 Workplace procedures for dealing with hazardous events are implemented wherever necessary to ensure that prompt control action is taken</p> <p>2.4 Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimise risks of such events</p>
3 Implement and monitor environmental control procedures	<p>3.1 Existing environmental protection measures are implemented, monitored and reviewed</p> <p>3.2 Work procedures to protect environment are implemented and adherence to them by the work group is monitored</p>

- 3.3 Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Workplace procedures and guidelines for implementing and monitoring environmental protection

Environmental risks associated with workplace operations and related precautions to control the risk

Environmental protection standards required in the workplace

Workplace environmental hazards and related hazard control measures

Workplace reporting and recording processes and procedures

Hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques)

Equipment and resources required when implementing and monitoring environmental protection and instructions for their use

Problems that can occur when implementing and monitoring environmental protection procedures

Significance of EEO principles and practice for environmental management

Literacy levels and communication skills of those supervised

Relevant management systems and procedures for environmental management

Organisational structure and site layout

Required skills:

Communicate effectively with others both orally and in writing when implementing and monitoring environmental protection procedures

Counsel, advise and inform others on environmental protection matters

Read and interpret instructions, procedures, information and signs relevant to the

implementation and monitoring of environmental protection procedures

Interpret and follow operational instructions and prioritise work

Complete documentation related to the implementation and monitoring of environmental protection procedures

Operate electronic communication equipment to required protocol

Provide leadership and work collaboratively with others when implementing and monitoring environmental protection procedures

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Recognise potential environmental risks and ways of minimising them

Promptly report and/or rectify any identified problems that may occur when implementing and monitoring environmental protection procedures in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Carry out training needs analysis relevant to workplace requirements

Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Implementation and monitoring of environmental protection policies and procedures may occur: in a range of work environments by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites in the transport, warehousing, distribution and/or storage industries

Workplace procedures for dealing with hazardous events may include:

- inspection and housekeeping
- training and assessment
- maintenance including plant and equipment
- purchasing
- evacuation
- hazardous substance containment
- operational instruction
- environmental information including incident and management practices
- consultation
- specific hazardous materials policies and procedures
- counselling and disciplinary processes
- risk assessment and control
- first aid
- internal and external auditing

Environment may include:

- indoor
- outdoor
- marine
- atmospheric

Environmental protection requirements may be obtained from:

- environmental hazard reports
- risk control procedures

	workplace personnel and management
	relevant legislation
Environmental hazards may include:	exhaust fumes
	oils and lubricants
	gas
	smoke
	chemicals and detergents
	rubbish
	noise
	wastes
Servicing requirements may be obtained from:	customer requests
	works orders
	freight requirements
	workplace personnel
Depending on workplace context, personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Personnel in the work area may include:	workplace personnel including supervisors and management
	site visitors
	contractors
	official representatives
Support services can include:	loading/unloading requirements
	load security/protection
	receipt personnel
	special vehicle access/parking
Promotional activities may include:	public relations activities
	press releases
	open days
	in-house newsletters

	publications
	advertising programs
	seminars
	promotional briefings
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
	OH&S and environmental protection regulations
	workplace housekeeping procedures and policies
	codes of practice for environmental protection
	material safety data sheets
	policies and procedures for entry and work in confined spaces
	manufacturers instructions concerning the use and servicing of equipment
	supplier and/or client instructions
	emergency procedures
	regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

standards and certification requirements

quality assurance procedures

applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

relevant state/territory OH&S legislation

ADG Code

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

U - Environment

TLIU607B Conduct environmental audits

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct an environmental audit in accordance with relevant environmental protection regulatory requirements and workplace procedures. This includes preparing for an environmental audit, scheduling an internal audit, conducting an environmental audit, documenting the findings, and reporting on the environmental audit results.

Application of the Unit

Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplaces goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for environmental audit	<ul style="list-style-type: none">1.1 Relevant legislation, authority and enterprise requirements pertinent to the operations of the workplace are identified and followed1.2 Practices and facilities required to be audited are identified and implications of non-conformance established1.3 Technical and/or calibration requirements for audits are noted and, where necessary, appropriate support personnel are identified1.4 Work schedules are investigated to identify appropriate schedule for audit
2 Schedule internal audit	<ul style="list-style-type: none">2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes2.2 Audit frequency is adjusted to ensure minimal disruption to the workplace2.3 Contact is made with appropriate personnel and appointments for the audit are made
3 Conduct environmental audit and document findings	<ul style="list-style-type: none">3.1 Operational procedures and assessment methods for the environmental audit are confirmed with affected personnel3.2 Observations and interviews are conducted with (any) required approved third party3.3 Documentation of observations and interview responses is completed

- 4 **Report environmental audit results**
 - 4.1 Outcomes of the audit process are compared to workplace procedures
 - 4.2 Audit results are discussed with relevant personnel
 - 4.3 Reports of non-compliance are documented including options for environmental system improvements
 - 4.4 Reports are forwarded to appropriate personnel for action

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant OH&S and environmental protection procedures and regulations, including the ADG Code where applicable

Workplace processes for the conduct of an environmental audit

Problems that may occur during the conduct of an environmental audit and action that can be taken to report or resolve the problems

Hazards that may exist in the conduct of an environmental audit and ways of controlling the risks involved

Focus of operation of workplace in relation to potential environmental risks and control/prevention measures

Environmental risk management and control procedures

Audit procedures and compliance implementation strategies

Regulatory and guidance material on environmental safety

Workplace business policies and plans including procedures for identification of non-compliance and best practice

Equipment applications, capacities, configurations, safety hazards and control

Application of relevant Australian Standards and associated certification requirements

Resource availability including the competencies of individuals in the team or group

Relevant workplace documentation procedures

Required skills:

Communicate effectively with others when conducting an environmental audit

Read and interpret instructions, technical data, regulatory requirements and workplace policies and procedures relevant to the conduct of an environmental audit

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of an environmental audit

Operate electronic communication equipment to required protocol

Provide leadership and work collaboratively with others when conducting an environmental audit

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any problems identified when conducting an environmental audit in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Plan and organise environmental audit activities

Monitor work activities in terms of planned schedule

Modify activities to cater for variations in workplace contexts and environment

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and apply appropriate technology, information systems and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:	in various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	internal or external
Operations may be conducted:	by day or night in all weather conditions
The workplace environment may involve:	twenty-four hour operation single and multi-site location large, medium and small workplaces
Services, products, risks, work systems and requirements potentially vary:	in different sectors of the warehousing, storage, transport and distribution industries
Environmental audits may be conducted:	as part of enterprise or site specific procedures
Audits may be conducted:	alone or in conjunction with other staff from the enterprise or external contractors
Audits may involve:	movement of processed materials, dangerous goods, hazardous substances, waste disposal, run-offs, etc.
Consultative processes may involve:	employees, supervisors and managers customers and suppliers relevant environmental authorities and local government departments representatives of other enterprises and organisations related to the international transfer of freight industrial relations and OH&S specialists other professional, maintenance or technical staff
Communications systems may involve:	fixed or mobile telephone radio

	fax
	email
	electronic data transfer of information
	mail, forms and internal memos
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	environmental codes of practice and regulations relevant to workplace activities
	regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code where applicable
	workplace operating procedures, instructions and policies relevant to environmental protection
	operations manuals, job specifications and procedures and induction documentation
	local government environmental protection policies and guidelines
	supplier and/or client instructions
	relevant Australian Standards, criteria and certification requirements
	manufacturers specifications and/or suppliers handling and storage advice
	material safety data sheets
	communications technology equipment and oral, aural or signed communications
	quality assurance standards and procedures
	emergency procedures
	relevant competency standards and training materials
	QA plans, data and document control
	conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

relevant state/territory and local government environmental protection legislation and regulations

Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances

relevant Australian and international standards and certification requirements

relevant state/territory OH&S legislation

relevant licence or permit requirements and associated regulations

relevant workplace relations legislation

relevant workers compensation legislation

equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not applicable.

Competency Field

U - Environment

TLIU707B Care for the environment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to care for the environment when operating and maintaining equipment and/or vehicles including minimising the effects of pollution during operations, minimising the effects of pollution during maintenance, and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines.

Application of the Unit

Work must be carried out in accordance with relevant state/territory environmental protection regulations and workplace procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the basic environmental protection principles and regulations to the operation and maintenance of equipment and vehicles during the course of workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Minimise the effects of pollution during operations	<p>1.1 Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment</p> <p>1.2 Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions</p> <p>1.3 Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment</p> <p>1.4 Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures</p>
2 Minimise the effects of pollution during maintenance	<p>2.1 Routine checks are conducted or organised to ensure emission control equipment on equipment/vehicle is operating correctly</p> <p>2.2 Suitable precautions are taken during the cleaning of equipment/vehicles not to pollute the environment</p> <p>2.3 Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures</p> <p>2.4 Rubbish is deposited in designated rubbish disposal bins</p>
3 Transport/handle environmentally hazardous materials safely	<p>3.1 Material safety data sheets are completed in accordance with government regulations and workplace requirements</p> <p>3.2 Waste and effluent is disposed of in accordance with government regulations and government policy</p> <p>3.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at</p>

minimising the risk of environmental pollution

- 3.4 Routes for vehicles carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant environmental protection regulations

Workplace procedures and guidelines for the care of the environment during workplace operations

Environmental risks when carrying out workplace operations and related precautions to control the risk

Environmental protection standards required in the workplace

Site layout including location of rubbish disposal bins

Application of relevant environmental protection regulations and requirements

Service and maintenance procedures and checklists for equipment and vehicles

Procedures and processes for waste and effluent regulation where applicable

Environmental hazards and toxicity of materials typically carried in loads

Emission control checking requirements for vehicles and relevant equipment

Typical problems that can occur when caring for the environment and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when caring for the environment

Read and interpret instructions, procedures and information relevant to the care of the environment

Interpret and follow operational instructions and prioritise work

Complete documentation related to the care of the environment

Operate electronic communication equipment to required protocol

Work collaboratively with others when caring for the environment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems that may arise when caring for the environment in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may occur when caring for the environment

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Recognise potential pollution risks and ways of minimising them

Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines

Follow routine service and maintenance procedures for equipment and vehicles

Adapt to differences in equipment and operating environment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Care for the environment may be conducted: in a range of work environments by day or night:

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites in the transport, warehousing, distribution and/or storage industries

Environment may include: indoor
outdoor
marine
atmospheric

Pollutants may include: exhaust fumes
oils and lubricants
gas
smoke
chemicals and detergents
rubbish
noise
wastes

Equipment/vehicles may include: motor vehicles, trucks and motorcycles
fixed equipment emitting exhaust fumes/gases
rail locomotives and motive power units
marine vessels
forklifts, cranes and load shifting equipment

Personnel in the work area may include: workplace personnel
site visitors
contractors
official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Depending on workplace context, personal protective equipment may include:

gloves
safety headwear and footwear
safety glasses
two-way radios
high visibility clothing

Information/documents may include:

OH&S and environmental protection regulations
workplace housekeeping procedures and policies
codes of practice for environmental protection
material safety data sheets
policies and procedures for entry and work in confined spaces
manufacturers instructions concerning the use and servicing of equipment
supplier and/or client instructions
emergency procedures
regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
goods identification numbers and codes
manifests, bar codes, goods and container identification
relevant legislation, regulations and related documentation
award, enterprise bargaining agreement, other industrial arrangements
standards and certification requirements
quality assurance procedures

Applicable regulations and legislation may

relevant state/territory environmental

include:

protection legislation

relevant state/territory OH&S legislation

workplace relations regulations

ADG Code

Unit Sector(s)

Not applicable.

Competency Field

U - Environment