



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AVI20408 Certificate II in Aviation (Ground Operations and Service)**

**Revision Number: 1**

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

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b> <ul style="list-style-type: none"><li>• Manage hazards and risks in a range of aviation ground situations and take appropriate precautions</li><li>• Use mathematics to solve problems such as various calculations involved in aviation ground operations.</li></ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"><li>• Modify activities dependent on differing situations and contingencies that may arise during aviation ground operations</li><li>• Take appropriate initiatives in a range of diverse operational situations such as those above</li><li>• Respond appropriately to any changes in equipment, standard operating procedures and the working environment.</li></ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"><li>• Follow and apply operational and emergency plans, systems and procedures</li><li>• Check own compliance with regulations and codes of practice</li><li>• Implement the workplace security and safety management systems</li><li>• Check own operational performance</li><li>• Collect and interpret information needed in the course of aviation ground operations</li><li>• Organise and plan own work activities</li><li>• Manage time and priorities in the course of aviation ground operations.</li></ul>
<b>Self management</b>	<ul style="list-style-type: none"><li>• Interpret and apply regulations, standard operating procedures and instructions</li><li>• Establish and follow own work plans and schedules</li><li>• Monitor and evaluate own work performance.</li></ul>
<b>Learning</b>	<ul style="list-style-type: none"><li>• Adapt own competence in response to any changes in aviation ground operations</li><li>• Assist others in the workplace to develop their competence</li><li>• Update own knowledge and skills required for aviation ground activities.</li></ul>
<b>Technology</b>	<ul style="list-style-type: none"><li>• Use the equipment and materials required during aviation ground operations</li><li>• Follow and apply operational and servicing instructions for equipment used during aviation</li></ul>

**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
<b>A Handling Cargo/Stock</b>	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>B Equipment Checking and Maintenance</b>	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
<b>C</b>	<b>Driving Vehicle</b>	AVIC2001A	Drive on the airside
		TLIC307C	Drive medium rigid vehicle
<b>D</b>	<b>Load Handling</b>	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
<b>E</b>	<b>Communications and Calculations</b>	TLIE107C	Present routine workplace information
		TLIE707B	Use communication systems
		TLIE807C	Process workplace documentation
<b>F</b>	<b>Safety Management</b>	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
<b>G</b>	<b>Teamwork</b>	TLIG707B	Work in a socially diverse environment
<b>I</b>	<b>Customer Service</b>	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
<b>J</b>	<b>Quality</b>	AVIJ2001B	Contribute to the achievement of on-time performance standards
		TLIJ107C	Apply quality procedures
<b>K</b>	<b>Technology</b>	TLIK107C	Use infotechnology devices and computer applications in the workplace
		TLIK307C	Apply keyboard skills
		TLIK707C	Perform electronic data interchange (EDI) to transmit shipping documentation
<b>L</b>	<b>Resource Management</b>	AVIL2001B	Manage a check-in queue
		SITTTSL007A	Receive and process reservations
		TLIL807C	Complete routine administrative tasks
		TLIL3107B	Monitor and process attendance records
<b>O</b>	<b>Security</b>	AVIO2001A	Use firearms on an aerodrome to control wildlife hazards
		TLIO1107C	Provide revenue protection measures

		TLIO1307C	Administer the security of assets and facilities
<b>P</b>	<b>Administration and Finance</b>	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
<b>U</b>	<b>Environment</b>	TLIU707B	Care for the environment
<b>W</b>	<b>Equipment and Systems Operations</b>	AVIW2002B	Operate an aerobridge
		AVIW2008B	Conduct baggage handling operations
		AVIW2010B	Operate baggage tug
		AVIW2029A	Operate aircraft refuelling nozzle