



**Australian Government**

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

# **AVI40508 Certificate IV in Aviation (Leadership and Supervision)**

**Revision Number: 1**

## **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

- Evaluate and monitor own work performance.

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

- 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
<b>F Safety Management</b>	BSBOHS407A Monitor a safe workplace

<b>G Teamwork</b>	BSBMGT401A	Show leadership in the workplace
	BSBMGT402A	Implement operational plan
	BSBWOR402A	Promote team effectiveness
	TLIG707B	Work in a socially diverse environment
<b>I Customer Service</b>	AVII4015A	Monitor and enhance customer service excellence
<b>L Resource Management</b>	TLIL507D	Apply conflict/grievance resolution strategies
	TLIL3207B	Implement equal employment equity strategies
	TLIL3307B	Promote effective workplace practice
<b>O Security</b>	TLIO707C	Undertake emergency response action to a security threat
<b>P Administration and Finance</b>	TLIP207C	Facilitate and capitalise on change in the workplace
	TLIP507C	Manage workplace information

**Elective Units**

<b>Field</b>	<b>Unit</b>	
<b>E Communication and Calculation</b>	TLIE607D	Collect, analyse and present workplace data and information
<b>F Safety Management</b>	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
<b>G Teamwork</b>	BSBMGT502B	Manage people performance
<b>I Customer Service</b>	AVII4012B	Manage aircraft passengers and cargo
	AVII4013A	Supervise cabin operations
	TLII107D	Coordinate quality customer service
	TLII507C	Market services and products to clients
<b>L Resource Management</b>	AVIL3003B	Plan an aircraft load
	BSBHRM402A	Recruit, select and induct staff
	SITXHRM008A	Manage workplace relations
<b>P Administration and Finance</b>	TLIP107C	Develop plans to meet customer and organisation needs
	TLIP707C	Contribute to the development of a workplace learning environment
<b>U Environment</b>	TLIU107B	Implement and monitor environmental protection policies and procedures
<b>W Equipment and Systems Operations</b>	AVIW4034A	Supervise aircraft refuelling