Australian Government

AVIE2005B Conduct radio procedures in the aviation airport environment

Release 1

AVIE2005B Conduct radio procedures in the aviation airport environment

Modification History

Not applicable.Release 1. Revised unit.
This unit replaces and is equivalent to AVIE2005A Conduct radio procedures in the aviation airport environment.

Unit Descriptor

This unit involves the skills and knowledge required to operate an aviation communication system in an aviation airport environment, including identifying system features, operating a communication system effectively, using appropriate protocols and terminology, maintaining equipment and completing documentation.
Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant International Civil Aviation Organisation (ICAO), Civil Aviation Safety Authority (CASA) and other relevant legislative and regulatory requirements.
Work is performed under some supervision usually within a team environment.
Work involves the application of established principles and practice and the use of aviation terminology and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil.

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

Elements and Performance Criteria

1	**Identify aviation communication system features**	1.1	System features and control functions of aviation communication systems are identified
		1.2	Equipment signals and alerts are monitored
		1.3	Aviation communication channels are selected in accordance with airport procedures
2	**Communicate using aviation communications technology**	2.1	Aviation communication systems are checked in accordance with manufacturers' instructions and airport procedures
		2.2	Aviation communication systems are operated in accordance with manufacturers' instructions, airport procedures and regulatory requirements
		2.3	Appropriate aviation communication channels are selected for the location and type of communication
		2.4	Clear, precise and unambiguous radio messages are sent with due regard to ethics, protocols and procedures
		2.5	Aviation terminology and message structure are used when communicating using aviation communications technology
		2.6	Incoming messages are received and answered promptly and courteously within operating procedures and regulatory requirements
		2.7	Non-procedural terminology is used when necessary to assist message clarity and understanding
		2.8	Aviation communication protocols and procedures are followed when using communication systems during emergencies

3	Maintain operational status of aviation communication equipment	3.1	Communication systems are maintained in working order in accordance with manufacturers' instructions
		3.2	System faults are identified and minor faults are rectified in accordance with manufacturers' instructions and procedures
		3.3	Major system faults are reported in accordance with workplace procedures
4	Complete aviation documentation	4.1	Appropriate communication records are completed in accordance with workplace procedures and aviation regulatory requirements

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Required Skills and Knowledge

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

Required knowledge:

- Communication system operation and procedures

- Protocols and procedures for communicating with others using communications technology
- Aviation terminology and vocabulary
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communications systems
- Applicable airport and aviation procedures and regulations relating to radio communications at an airport
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Pre-operational checks for communication systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communication systems and appropriate action and solutions
- Aviation communication channels and frequency bands
- Communication records and documentation in the aviation airport environment

Required skills:

- Communicate effectively with others using available communications equipment and in accordance with aviation communication protocols and procedures
- Respond to radio communication in accordance with aviation communication protocols and procedures
- Read and interpret instructions and procedures relevant to the use of communications equipment
- Complete documentation related to work activities when using communications equipment
- Interpret and understand communications and aviation specific terminology
- Identify and use required communication technology
- Work collaboratively with others when using communications equipment
- Report and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures
- Operate and adapt to differences in communication equipment in accordance with standard operating procedures
- Monitor performance of communication equipment and take appropriate action
- Change communication channels or frequencies in accordance with workplace or aviation procedures

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Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include: • demonstrate the correct use of radio communication equipment used in the aviation airport environment • demonstrate the ability to source and program the correct aviation channels or frequencies on radio communication equipment • correctly make broadcasts and interpret radio messages in accordance with operational policies and procedures • demonstrate a knowledge of communication protocols and procedures used during emergency situations • demonstrate the ability to correctly diagnose a radio fault and rectify the fault in accordance with manufacturer's instructions or workplace procedures • accurately complete communication records in accordance with workplace procedures and aviation regulatory requirements
Context of and specific resources for assessment	Performance is demonstrated consistently 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 knowledge must be conducted through appropriate written/oral assessments. 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.
Assessment for	Assessment must:

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Passenger/Non-Passenger Screener **and Checked Baggage Screener Roles**	• Be undertaken by a registered training organisation.
	Assessment of knowledge must:
	• Be conducted through written/oral assessments.
	Practical assessment must:
	• Be undertaken by a registered training organisation
	• Occur in an appropriate range of situations in the workplace.

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Range Statement

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 includes 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 or apron • in a vehicle • in an aircraft
Communication systems may include:	• radios including personal, hand-held or vehicle mounted, CB, UHF, VHF, SSB
Worksite communication may include:	• active listening • two-way communication • questioning to obtain information and/or clarify information and understanding • routine oral reporting
Communications may involve:	• English speaking persons • multilingual staff
Communication problems may include:	• misunderstanding • noisy environments or communications channels • illegible writing or print • use of non-standard vocabulary • incorrect assumption that message has been received and/or understood • not following correct communication protocols and procedures • unfamiliar aviation or non aviation terminology
Communication may be with:	• other airport personnel • managers • supervisors/team leaders • airline representatives • police and other emergency services personnel • other professional or technical staff • local government authorities
Depending on the type of airport concerned and the local terminology used, workplace procedures may include:	• airport procedures • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	• airport or workplace communication procedures, protocols, checklists and instructions

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- manufacturers' specifications for communications equipment
- aircraft and vehicle identification codes
- client and/or supplier 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 Civil Aviation Act, Civil Aviation Regulations and Civil Aviation Safety Regulations
- relevant Australian and state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
- equal employment opportunity and anti-discrimination legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not applicable.

Custom Content Section

E – Communication and Calculation