



Australian Government

AVIG2002B Work effectively in the aviation industry

Release 1

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Modification History

Release 1. Revised unit.

This unit replaces and is equivalent to AVIG2002A Work effectively in the aviation industry.

Unit Descriptor

This unit involves the skills and knowledge required to work effectively with others in the aviation industry including determining appropriate work roles, contributing to the planning of activities, working with others to complete activities and following work health and safety (WHS)/ occupational health and safety (OHS) procedures.

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 Air Transport Association (IATA), International Civil Aviation Organisation (ICAO), Civil Aviation Safety Authority (CASA) and other relevant regulatory requirements.

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

Work involves the application of established procedures and appropriate interpersonal skills when working with others in the aviation industry.

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 Determine appropriate work roles within the aviation workplace	1.1	Work instructions, performance requirements, workplace procedures and WHS/OHS requirements are considered when identifying work roles for each team member
	1.2	Contributions are made to the team to assist in determining appropriate work roles and responsibilities required to successfully and safely complete work activities
2 Contribute to planning the successful, safe and efficient outcome of a work activity	2.1	Suggestions and information are contributed to assist the planning of work activities and to minimise delays to stakeholders
	2.2	Safety issues within an airport environment are identified and contributions are made to minimise risks to team members
3 Work with others in the aviation industry	3.1	Correct aviation terminology relevant to the context of work being undertaken is used to communicate with stakeholders
	3.2	Contributions are made to assist in the safe and efficient completion of work activities
	3.3	Within the scope of the job role, assistance is given to other team members to complete assigned tasks
	3.4	Work tasks are completed in accordance with relevant aviation workplace procedures, industry rules and regulations
	3.5	Factors affecting the efficient completion of a work task are identified and contributions are made to minimise the impact
	3.6	Equipment is operated in accordance with manufacturer's instructions, workplace policies and procedures, and

WHS/OHS regulations

- 3.7 Within the scope of the job role, contributions are made to the team and supervisors to improve work practices and procedures
- 4 Follow WHS/OHS procedures within the aviation workplace**
- 4.1 Airport and workplace policies and procedures are understood and executed when dealing with accidents, fires and other emergencies
- 4.2 Potential causes of incidents are identified and reported
- 4.3 Actions are taken to minimise safety risks to the public and airport personnel, and the risk of property damage
- 4.4 WHS/OHS procedures for controlling risks are known, followed and applied in day-to-day work activities
- 4.5 WHS/OHS procedures required for working around machinery and aircraft are correctly followed
- 4.6 Protective clothing is worn and protective equipment is correctly used in accordance with workplace procedures

Required Skills and Knowledge

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

Required knowledge:

- Industry rules and regulations applicable to working safely
- Aviation industry workplace structures
- Roles and responsibilities of team members
- Workplace procedures, signage, industry rules and regulations, and duty of care requirements
- WHS/OHS requirements and responsibilities in the aviation industry
- Principles of teamwork
- Techniques to identify potential safety risks in an aviation workplace
- Aviation terminology
- Principles of team communication
- Typical misunderstandings and problems that can occur in the aviation workplace and appropriate ways of dealing with them
- Cultural differences and their impact on the aviation workplace
- WHS/OHS signs and signals

Required skills:

- Communicate effectively and efficiently with others when planning and completing work tasks
- Communicate effectively with others
- Read, interpret and execute instructions and procedures accurately and safely
- Work collaboratively with others
- Obey workplace procedures, signage, industry rules and regulations
- Operate workplace technology
- Identify, report and/or rectify problems with work tasks
- Apply precautions and required action to control WHS/OHS risks
- Monitor and suggest modifications to team activities to meet a planned schedule
- Adapt appropriately to differences in language and culture
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and WHS/OHS 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:

- demonstrate the ability to contribute to a group discussion to identify work roles and responsibilities
- demonstrate the ability to contribute suggestions and information to assist planning a work activity
- identify safety hazards in the aviation workplace and take action to minimise risks to all team members by following WHS/OHS procedures
- demonstrate a knowledge of WHS/OHS procedures in the aviation workplace
- correctly use aviation technology to communicate with other team members
- demonstrate an ability to use workplace technology and equipment to achieve a work task.

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts within an aviation workplace

Resources for assessment include:

- a range of exercises, case studies and/or other simulated practical and knowledge assessment within the aviation industry, and
- access to a range of relevant operational situations which require working effectively with others in the aviation industry.

In both real and simulated environments, access is required to:

- materials and equipment used within the aviation industry, and
- documentation used in the aviation industry including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

Assessment of knowledge must be conducted through written/oral assessments.

Practical assessment must occur:

- through activities in a simulated aviation environment at the registered training organisation, and/or

**Assessment for
Passenger/Non-Passenger
Screener and Checked
Baggage Screener Roles**

- in a range of situations within the aviation workplace

Assessment must:

- 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.

Range Statement

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

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| Work: | <ul style="list-style-type: none"> • involves routine work operations carried out in collaboration with others • may occur by day or night • may occur in a variety of weather conditions • may be in a variety of work contexts |
| Customers may be: | <ul style="list-style-type: none"> • internal or external • other organisations |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites • operations in aviation safety sensitive areas |
| Work colleagues may include: | <ul style="list-style-type: none"> • English speaking persons • multilingual staff • persons from a range of cultural backgrounds |
| Personnel in work area may include: | <ul style="list-style-type: none"> • managers • supervisors/team leaders • workplace personnel • visitors • contractors • official representatives |
| 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"> • airport procedures • enterprise procedures • organisational procedures • established procedures • standard operating procedures |
| Workplace hazards may include: | <ul style="list-style-type: none"> • chemicals and other harmful substances • movements of equipment, goods, vehicles or aircraft • equipment emitting harmful radiation or electronic signals • broken and damaged equipment • flammable materials and fire hazards • lifting practices • extremes in weather conditions • prop wash or jet blast from aircraft • lighting levels • floor surfaces • water hazards • traffic flows, vehicle and equipment operation |
| Workplace technology and equipment may include, but is | <ul style="list-style-type: none"> • aircraft • air traffic control systems |

not limited to:

- security screening equipment
- vehicles and transporters
- phones
- radio
- computers
- refuelling equipment
- catering equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- workplace procedures, checklists, instructions and job specifications
- 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
- manufacturers' specifications
- WHS/OHS regulations
- emergency procedures
- flight 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, Civil Aviation Regulations and Civil Aviation Safety Regulations
- standards and codes of practice
- IATA standard for air cargo packaging (TACT Rules)
- relevant requirements, standards and recommended practices of the International Civil Aviation Organisation (ICAO)
- Aviation Transport Security regulations and legislation
- the organisation's Transport Security Program as approved under the Aviation Transport Security Act
- relevant WHS/OHS legislation
- environmental protection legislation
- relevant security regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency Field

G – Teamwork