Australian Government
Department of Education, Employment and Workplace Relations

AVII4012B Manage aircraft passengers and cargo

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

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.

Transport & Logistics Industry Skills Council

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	1.1 Passengers are briefed on safety, normal and emergency procedures before flight in accordance with regulatory requirements, orders and operations manual
	1.2 Passenger safety, comfort and well-being is provided for in accordance with regulatory requirements and workplace procedures
	1.3 Passengers are managed on the ground and in the air in accordance with regulatory requirements, orders and operations manual
2 Manage passengers during an abnormal or emergency situation	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
	2.2 In the event of an emergency, passengers are advised of nature of emergency and the procedures and precautions to be followed
	2.3 Clear communication is established and maintained with passengers
	2.4 Passengers are managed during the emergency in accordance with regulatory requirements and workplace procedures
3 Manage cargo	3.1 Cargo is managed in accordance with regulatory requirements and workplace procedures
	3.2 Cargo calculations are completed in accordance with workplace procedures and regulatory requirements
	3.3 Dangerous goods are identified and procedures applied to ensure safety and security of people and cargo

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

	• 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
Procedures for calculating and managing cargo (where applicable) may include:	• 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
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 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

RANGE STATEMENT

	• 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
Applicable regulations and legislation may include:	• 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