



**Australian Government**

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

# **AVIR3001B Service customer airline contracts**

**Revision Number: 1**

## **AVIR3001B Service customer airline contracts**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to service customer airline contracts in accordance with contract specifications and standards, regulatory requirements and workplace procedures, including interpreting customer contract requirements, coordinating the provision of contracted services, handling problems and issues, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in accordance with workplace procedures, contracted service specifications and relevant regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

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

Work involves the interpretation and application of operational procedures, contract requirements and regulatory requirements when coordinating the provision of contracted services to customer airlines across a variety of operational contexts within the Australian aviation industry.

### **Licensing/Regulatory Information**

Not applicable.

## **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  |
|---|---|
| <b>1 Interpret customer airline contract requirements</b>               | <ul style="list-style-type: none"><li>1.1 Details of customer airline contract services and provisions are obtained and accurately interpreted</li><li>1.2 Appropriate action is taken to prepare for and organise the provision of contracted services to the customer airline</li><li>1.3 Team work is used to maximise efficiency and effectiveness</li></ul>  |
| <b>2 Coordinate the provision of customer airline contract services</b> | <ul style="list-style-type: none"><li>2.1 Provision of customer airline contract services is coordinated in accordance with contract specifications and standards, precision timing schedules, regulatory requirements and workplace procedures</li><li>2.2 Appropriate liaison is maintained with customer airline representatives concerning pertinent issues of service delivery in accordance with workplace procedures and contract arrangements</li><li>2.3 Correct and safe use of required equipment and materials is monitored in accordance with regulatory requirements and workplace procedures</li><li>2.4 Appropriate action is taken to ensure that correct manual handling techniques used are in accordance with OH&amp;S requirements</li><li>2.5 Compliance with safety and security requirements is implemented and monitored throughout the service period</li><li>2.6 Identified problems and irregularities in service delivery are resolved in consultation with customer airline representatives in accordance with workplace procedures and contract arrangements</li><li>2.7 Available opportunities are identified to enhance service delivery and appropriate action is taken to suggest and/or implement the identified opportunities in accordance with workplace procedures</li></ul> |
| <b>3 Handle problems and issues</b>                                     | <ul style="list-style-type: none"><li>3.1 Problems and issues with customer airline contracts are identified and processed/reported in accordance with customer airline contract provisions</li><li>3.2 Identified problems and irregularities in service delivery are resolved in consultation with airline representatives in accordance with workplace procedures and contract arrangements</li></ul>  |
| <b>4 Complete documentation</b>   | <ul style="list-style-type: none"><li>4.1 Documentation concerning the servicing of customer airline contracts is completed and processed in accordance with workplace procedures, contract specifications to customer airline satisfaction and relevant regulatory requirements</li></ul>  |



## **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
- Relevant OH&S and environmental procedures and regulations, including manual handling procedures
- Different airline types and the variations in their requirements
- Customer contract specifications, standards and instructions
- Workplace procedures and standards for contracted services involved
- Relevant operating and safety procedures pertaining to the safe handling and use of equipment/materials
- Customer airline terminal layout and operations area and facilities
- Safety and security requirements of the customer airline
- Risks that exist when servicing customer airline contracts, and related risk control procedures and precautions
- Problems and issues that may occur when servicing customer airline contracts, and appropriate action that should be taken in each case

#### **Required skills:**

- Communicate effectively with others when servicing customer airline contracts
- Read and interpret instructions, regulations, procedures and other information relevant to customer airline contracts
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to customer airline contracts
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing customer airline contracts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour, communication and interactions with others
- Promptly report and/or rectify any identified problems that may occur when servicing customer airline contracts in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when servicing customer airline contracts
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when servicing customer airline contracts
- Monitor and anticipate operational problems and hazards and take appropriate action

**REQUIRED KNOWLEDGE AND SKILLS**

- 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 and follow OH&S procedures and relevant regulations
- Identify and correctly use equipment required when servicing customer airline contracts

# 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.

|   |   |
|---|---|
| Contracted services may be provided:  | <ul style="list-style-type: none"> <li>• in relation to both international and/or domestic airline operations</li> <li>• in accordance with regulatory and contract requirements</li> <li>• in any allowable operating and weather conditions</li> </ul>  |
| Performance may be demonstrated:  | <ul style="list-style-type: none"> <li>• in appropriately simulated situations and/or</li> <li>• in actual contracted service provision at an airport</li> </ul>  |
| Types of customer airline contract services may include:  | <ul style="list-style-type: none"> <li>• loading/unloading aircraft</li> <li>• loading/unloading baggage</li> <li>• cabin cleaning/fleet presentation</li> </ul>  |
| Types of aircraft may include:  | <ul style="list-style-type: none"> <li>• commercial passenger aircraft</li> <li>• freighter aircraft</li> <li>• defence/military aircraft</li> <li>• official government aircraft</li> <li>• commercial charter aircraft</li> </ul>   |
| Problems and irregularities that may occur during the provision of services to customer airlines may include:     | <ul style="list-style-type: none"> <li>• supply of materials</li> <li>• aircraft mechanisms</li> <li>• aircraft configurations</li> <li>• weather phenomena such as wind, storms, fog etc.</li> <li>• security issues</li> </ul>  |
| Persons consulted when servicing customer airline contracts may include:  | <ul style="list-style-type: none"> <li>• members of the contract support teams</li> <li>• supervisors, team leaders and managers</li> <li>• representatives of the customer airline contracting the services</li> <li>• technical staff</li> </ul>  |
| Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• standard operating procedures</li> </ul>   |
| Information/documents may include:  | <ul style="list-style-type: none"> <li>• sections of Civil Aviation Safety Regulations and Civil Aviation Orders and other regulatory requirements pertaining to the contracted services concerned</li> <li>• relevant OH&amp;S and environmental regulations</li> <li>• customer contract specifications, standards and instructions</li> <li>• workplace procedures and instructions and job</li> </ul> |

## RANGE STATEMENT

|   |   |
|---|---|
| Applicable regulations and legislation may include: | specification   |
|   | <ul style="list-style-type: none"><li>• relevant operational checklists</li><li>• emergency procedures</li><li>• relevant equipment logs/records</li><li>• manufacturers specifications and instructions for the equipment/materials used when delivering contracted services</li><li>• induction and training materials</li><li>• airport specific rules and regulations</li><li>• conditions of service, legislation and industrial agreements including workplace agreements and awards</li><li>• relevant Civil Aviation Safety Regulations and Civil Aviation Orders</li><li>• licence requirements of the relevant licensing authority</li><li>• local instructions</li><li>• relevant OH&amp;S legislation</li><li>• environmental protection legislation</li><li>• relevant Australian Standards</li><li>• applicable Defence regulations</li><li>• industrial relations and workplace compensation legislation</li></ul> |

## Unit Sector(s)

Not applicable.

## Competency field

|                  |                              |
|------------------|------------------------------|
| Competency Field | R - Contract and Procurement |
|------------------|------------------------------|