



**Australian Government**

# **AVI20216 Certificate II in Aviation (Ground Operations and Service)**

**Release: 1**

# AVI20216 Certificate II in Aviation (Ground Operations and Service)

## Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

## Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a broad range of ground operations and service roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable aviation operating contexts within narrow parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

### Occupations may include:

Baggage Handler  
Customer Service  
Ground Operations  
Ramp Operator.

## Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

A total of **15 units of competency** comprising:

**10 core units** listed below **plus**

**5 general elective units** from the general elective units listed below. The general elective units must contribute to the vocational outcomes of the qualification.

**Core units**

AVIF0001	Apply aircraft safety procedures
AVIF0012	Apply aviation work health and safety procedures
AVIF2020	Employ fatigue risk management practices in an aviation workplace
AVIG2002	Work effectively in the aviation industry
AVIJ2001	Contribute to the achievement of on-time performance standards
AVIZ1005	Maintain basic situational awareness in an aviation workplace
TLIE2007	Use communication systems
TLIJ2001	Apply quality procedures
TLIK2010	Use infotechnology devices in the workplace
TLIO1002	Follow security procedures when working with passengers and personnel

**General elective units**

AVIC2001	Drive on the airside
AVID0002	Conduct baggage handling operations
AVID2001	Accept dangerous goods for air transport
AVID2003	Prepare freight for flight
AVID2004	Conduct aviation freight weighing operations
AVID2005	Accept freight for air transport
AVID2006	Load and secure aviation freight and baggage
AVID2007	Unload aviation freight and baggage
AVIE0001	Operate aeronautical radio
AVIE2005	Conduct radio procedures in an aviation operational environment
AVIF2007	Implement regulations and policies during check-in procedures
AVIF2012	Monitor the transfer of hazardous materials
AVIF2019	Work in aircraft confined spaces

AVII0002	Provide quality customer service
AVII2007	Check in aircraft passengers
AVII2008	Provide assistance to transit and arriving passengers
AVIL2001	Manage a check-in queue
AVIP2001	Capture records into a records keeping system
AVIW2002	Operate an aerobridge
AVIW2010	Operate baggage tug
AVIW2029	Operate aircraft refuelling nozzle
BSBCMM301	Process customer complaints
HLTAID003	Provide first aid
SITTTSL305	Process reservations
TLIA2009	Complete and check import/export documentation
TLIA2013	Receive goods
TLIA2014	Use product knowledge to complete work operations
TLIA2020	Replenish stock
TLIA2022	Participate in stocktakes
TLIB2001	Check and assess operational capabilities of equipment
TLIB2003	Carry out vehicle servicing and maintenance
TLIB2004	Carry out vehicle inspection
TLIB2008	Carry out inspection of trailers
TLIB2029	Use and maintain minor mechanical equipment
TLIB2073	Clean road tankers
TLIB2119	Carry out maintenance of trailers
TLIC1051	Operate commercial vehicle
TLIC3003	Drive medium rigid vehicle
TLID2003	Handle dangerous goods/hazardous substances

TLID2004	Load and unload goods/cargo
TLID2010	Operate a forklift
TLID2013	Move materials mechanically using automated equipment
TLID2016	Load and unload explosives and dangerous goods
TLIE2008	Process workplace documentation
TLIF2012	Apply safe procedures when handling/transporting dangerous goods or explosives
TLIF2018	Operate firefighting equipment
TLII1002	Apply customer service skills
TLII3020	Provide assistance to customers
TLIK2003	Apply keyboard skills
TLIK2007	Perform electronic data interchange to transmit shipping documentation
TLIL2008	Complete routine administrative tasks
TLIL2031	Monitor and process attendance records
TLIO2011	Provide revenue protection measures
TLIP2017	Maintain control of records
TLIP2018	Provide information from and about records
TLIP2024	Conduct financial transactions
TLIP2029	Prepare and process financial documents
TLIP2033	Sell products and services
TLIU1009	Monitor plant and equipment in an environmentally sustainable manner

## Qualification Mapping Information

This qualification replaces but is **not** equivalent to AVI20408 Certificate II in Aviation (Ground Operations and Service).

## **Links**

AVI Aviation Training Package Companion Volume Implementation Guide at: -  
[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=21](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=21)