



Australian Government

AVI20219 Certificate II in Aviation (Ground Operations and Service)

Release 2

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Modification History

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

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

AVIF0023 Apply aircraft safety procedures

AVIF0034	Apply aviation work health and safety procedures
AVIF0040	Employ fatigue risk management practices in an aviation workplace
AVIG0003	Work effectively in the aviation industry
AVIJ0001	Contribute to the achievement of on-time performance standards
AVIZ0003	Maintain basic situational awareness in an aviation workplace
TLIE2007	Use communications 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

AVIC0001	Drive on the airside
AVID0004	Conduct baggage handling operations
AVID0005	Accept dangerous goods for air transport
AVID0006	Prepare freight for flight
AVID0007	Conduct aviation freight weighing operations
AVID0008	Accept freight for air transport
AVID0009	Load and secure aviation freight and baggage
AVID0010	Unload aviation freight and baggage
AVIE0003	Operate aeronautical radio
AVIE0004	Conduct radio procedures in an aviation operational environment
AVIF2007	Implement regulations and policies during check-in procedures
AVIF0037	Monitor the transfer of hazardous materials
AVIF2019	Work in aircraft confined spaces
AVII0004	Provide quality customer service
AVII0009	Check in aircraft passengers
AVII0010	Provide assistance to transit and arriving passengers

AVIL0003	Manage a check-in queue
AVIP2001	Capture records into a records keeping system
AVIW0010	Operate an aerobridge
AVIW0011	Operate baggage tug
AVIW0012	Operate aircraft refuelling nozzle
BSBOPS305	Process customer complaints
HLTAID011	Provide First Aid
SITTTSL007	Process reservations
TLIA0003	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
TLIB0002	Carry out vehicle inspection
TLIB2008	Carry out inspection of trailers
TLIB0003	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
TLID0006	Move materials mechanically using automated equipment

TLID2016	Load and unload explosives/dangerous goods
TLIE0002	Process workplace documentation
TLIF2012	Apply safe procedures when handling/transporting dangerous goods or explosives
TLIF2018	Operate firefighting equipment
TLII1002	Apply customer service skills
TLII0004	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 and is equivalent to AVI20216 Certificate II in Aviation (Ground Operations and Service).

Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>