Australian Government

Assessment Requirements for AVIF0011 Manage aircraft passengers and cargo

Release: 1

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Modification History

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least one occasion and include:

- accepting, managing, and safely handling, loading and unloading aircraft cargo as required
- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- aiding and assisting passengers appropriately during an emergency
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- briefing passengers on:
    - emergency procedures on the ground and in the air
    - flight details
    - location of emergency exits
- calculating and managing aircraft cargo as required
- communicating effectively with others when managing aircraft passengers and cargo
- completing relevant documentation
- conducting cargo calculations including weight, balance and deck loading
- controlling cabin temperature
- indicating the location of airsickness bags
- demonstrating how to:
    - secure and release seat belts and/or safety harnesses
    - secure stowage hand luggage
- demonstrating how to use:
    - flotation devices
    - fresh air vents
    - oxygen equipment as required
    - safety equipment
- determining and applying safety and security requirements
- ensuring passengers are aware of hazardous conditions and emergencies during flight, and related safety and emergency procedures
- exercising control of passengers on the ground and in the aircraft

- explaining:
  - operation of doors and escape hatches
  - precautions to avoid interference with flight controls
  - smoking requirements
- identifying and correctly using relevant equipment
- identifying and labelling cargo
- identifying dangerous goods and applying dangerous goods procedures
- implementing contingency plans
- implementing decisions for carriage or non-carriage and management of load
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating emergency equipment applicable to flight
- organising first aid as required during an in-flight emergency
- reading interpreting and following relevant instructions, regulations, procedures and signs
- reporting and/or rectifying any problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- understanding and anticipating the needs of passengers
- using loading and cargo securing devices
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- applicable emergency procedures
- cargo management procedures
- dangerous goods awareness
- hazards that may arise during a flight and related action that should be taken to alert passengers and advise them of precautionary measures
- local procedures for passenger movement
- managing passengers during abnormal or emergency situations
- policies and procedures for passenger safety before, during and after flight
- principles of good customer service
- problems that may occur when managing aircraft passengers and cargo, and appropriate action that should be taken in each case
- procedures for accepting, managing and calculating aircraft cargo including dangerous goods
- regulatory requirements and workplace procedures for briefing passengers
- relevant WHS/OHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to briefing passengers, and managing passengers and cargo including dangerous goods
- responsibilities and authority of a pilot in command
- security requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816