Australian Government

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.

Application

This unit involves the skills and knowledge required to manage aircraft passengers and cargo, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards

It includes managing passengers during normal operations, managing passengers during an abnormal or emergency situation, and managing cargo.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to the safety management duties of flight crew, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.	
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 wellbeing 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 are briefed about related safety and emergency procedures in accordance with regulatory requirements, orders and operations manual
	2.2	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 an 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 are applied to ensure safety and security of people and cargo

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Passenger briefing topics must include one or more of the following:	- aiding and assisting passengers - controlling cabin temperature - demonstrating how to secure and release seat belts and/or safety harnesses - demonstrating how to securely stow hand luggage - demonstrating how to use flotation devices as required - demonstrating how to use fresh air vents - demonstrating how to use oxygen equipment as required - demonstrating how to use safety equipment - emergency procedures on the ground and in the air - exercising control of passengers on the ground and in the aircraft - explaining operation of doors and escape hatches - explaining precautions to avoid interference with flight controls - explaining smoking requirements - flight details - indicating the location of airsickness bags - location of emergency exits - managing passengers in an emergency

Unit Mapping Information

This unit replaces and is equivalent to AVII4012B Manage aircraft passengers and cargo.

Links

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

Australian Industry Standards