



Australian Government

**Assessment Requirements for AVIF0020
Manage human factors and situational
awareness in an aviation operational
environment**

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Modification History

Release 2. This is the second 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 and performance criteria on at least one occasion and include:

- applying effective listening techniques
- applying effective questioning techniques to obtain and clarify information while communicating with others
- identifying symptoms of deterioration in own physiological condition that might endanger the safety of operations and taking appropriate corrective action
- identifying symptoms of deterioration in own psychological condition that might endanger safety of operations and taking appropriate corrective action
- maintaining compliance with relevant regulatory requirements including avoiding alcohol and drugs before and when conducting operations
- managing and controlling stress before and when conducting operations
- managing aspects of lifestyle that may impact on personal performance
- managing and monitoring own physical performance
- managing and monitoring own psychological performance
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- recognising degraded human performance factors and applying appropriate management techniques
- setting priorities and managing workload to ensure safe task completion in available time
- 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 and performance criteria and include knowledge of:

- aspects of lifestyle that may adversely influence personal physiological condition
- aspects of lifestyle that may adversely influence personal psychological condition

- decision-making processes relevant to operations
- effective communication techniques
- effects of stress on human performance and ways of managing and controlling stressors that may impact on operations, including:
 - concepts of fatigue
 - environmental stress symptoms, causes and effects
 - ergonomics of control systems and instruments
 - principles of stress management
 - short- and long-term stressor effects on performance
 - stress and arousal interaction
- factors that may influence human performance during operations
- human performance and its limitations
- the senses, memory and situational awareness
- relevant work health and safety (WHS) and regulations applicable to operations
- relevant sections of national regulatory and legislative requirements, including:
 - human factors limitations
 - physical examination requirements
 - medical clearances, where necessary
- requirements for reporting and documenting safety incidents and safety critical errors that may have occurred during an operation
- team coordination, including:
 - basic principles of team coordination
 - verbal and non-verbal communication factors
 - barriers to communication
 - listening skills
 - assertion skills
 - factors affecting decision-making processes
 - poor team coordination factors
- communication, including:
 - attitude
 - personality
 - judgement
- leadership style
- leadership qualities
- visual scanning techniques.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory

requirements included within the Standards for Registered Training Organisations current at the time of assessment.

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

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.

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 and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

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>