



Australian Government

**Assessment Requirements for AVIF2007
Implement regulations and policies during
check-in procedures**

Release: 1

Assessment Requirements for AVIF2007 Implement regulations and policies during check-in procedures

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:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- 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
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- 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:

- concepts of arbitration and conciliation
- people to be consulted about implementing regulations and policies during check-in procedures:
 - aircraft cabin crew and flight crew members
 - airline supervisory and management staff
 - aviation industry regulatory staff
 - customs authority staff
 - ground support staff
 - passengers
 - quarantine authority staff
 - relevant government officials from Australia or other countries
 - relevant human resources staff
 - relevant technical staff
 - union representatives
- principles of enterprise bargaining where applicable
- requirements of relevant legislation and regulations for check-in services
- relevant regulations and policies related to:
 - established industrial relations practices and requirements
 - emergency and security procedures
 - employer/employee obligations and responsibilities
 - equal opportunity and anti-discrimination regulations
 - industrial relations institutions, organisations and their functions
 - local laws and regulations
 - national and international legal obligations
 - national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
 - WHS/OHS, health, quarantine, customs and security procedures and regulations
- workplace and government policy on:
 - smoking on or in the vicinity of aircraft
 - using mobile phones or other electronic devices on or in the vicinity of aircraft
- workplace procedures and policies related to passenger check-in services for commercial, domestic and international aircraft flights.

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.

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

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.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>