



Australian Government

**Assessment Requirements for AVII0003
Advise on major services and attractions at
aviation destinations**

Release: 1

Assessment Requirements for AVII0003 Advise on major services and attractions at aviation destinations

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 (SOPs)
- 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) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- 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 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 (PPE) conforming to industry and WHS standards
- working collaboratively with others when advising on major services and attractions at aviation destinations
- 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:

- airline procedures and standards for responding to requests from passengers for information about aspects of airline destinations
- information passengers may request about airline destinations, including:
 - accommodation options
 - culture
 - currency and exchange rates
 - customs and immigration requirements
 - economy
 - education
 - food
 - general lifestyle and customs
 - geographic features
 - government and politics
 - history
 - major tourist areas
 - natural history
 - public holidays
 - shopping
 - sports
 - tipping
- transport principles of customer service
- problems that may occur when responding to passenger requests for information on aspects of airline destinations and appropriate action that should be taken in each case
- relevant information about aspects of airline destinations on specific routes
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- sources of information about airline destinations on specific routes, and ways and means of accessing information from those sources, including:
 - airline product information
 - appropriate websites
 - authoritative encyclopaedias and other relevant references
 - authoritative travel books and journals dealing with specific countries and locations
 - government tourism offices at destination points
 - information provided by diplomatic embassies and consulates
 - tourism brochures
 - tourist information bureaus and agents at destination points
 - travel agents.

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 materials, tools, equipment and 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>