



Australian Government

AVII0003 Advise on major services and attractions at aviation destinations

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 advise on major services and attractions at aviation destinations.

It includes researching information about airline destinations and responding to requests for information about airline destinations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of ground operations personnel 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 as a single operator or within a team environment.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

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 Research information about airline destinations

- 1.1** Appropriate sources of information about airline destinations for relevant routes are identified
- 1.2** Reference material is accessed from identified sources and organised in a form suitable for use when responding to passenger requests on aspects of airline destinations in accordance with customer expectations
- 1.3** Appropriate persons are consulted for advice and assistance in researching information about airline destinations

2 Respond to requests for information about airline destinations

- 2.1** Requests for information about airline destinations are courteously received and interpreted
- 2.2** Accurate, current and relevant information about airline destinations is provided at a level and depth appropriate to passenger needs
- 2.3** Where a response cannot be immediately provided to passenger requests, assistance and advice is sought from appropriate airline personnel or passenger is courteously referred to appropriate sources where they may be able to obtain the required information
- 2.4** Information is presented in a manner that shows sensitivity to both host and visiting cultures

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.

Unit Mapping Information

This unit replaces and is equivalent to AVII0001 Advise on major services and attractions at aviation destinations.

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>