



Australian Government

Assessment Requirements for AVII0005 Provide customer service on an aircraft

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.

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 precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation during flight
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) 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 on arrival
- operating electronic communications equipment to required protocol prior to departure
- 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 individual differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS 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:

- action to be taken in response to flight crew instructions
- airline administrative procedures
- airline standards for providing appropriate assistance and advice to passengers prior to take-off, during flight and on arrival
- cabin features and amenities for various types of aircraft
- features and amenities of terminals at designated airports
- principles of customer service
- problems that may need to be addressed when providing customer service and action that can be taken to address these problems
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- requirements for cabin crew to suspend customer service and be seated during take-off and landing and when otherwise directed by pilot in command (PIC) or other senior air crew
- transport options at designated airports.

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>