



**Australian Government**

# **Assessment Requirements for AVII0008 Conduct in-flight retailing**

**Release: 1**

# Assessment Requirements for AVII0008 Conduct in-flight retailing

## 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
- using questioning techniques, including:
  - active listening
  - checking understanding
  - closed questions
  - leading/rhetorical questions
  - limiting questions
  - open questions
- using sales techniques to promote inflight products, including:
  - benefits
  - features
  - match to customer needs
  - payment methods
  - price
- 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 and 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
- 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 in-flight retailing, including selling, stocktaking, stock/money reconciliation, customs, security and administrative processes
- principles of customer service and effective selling
- effective communication skills
- problems that may occur when conducting in-flight retailing and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements for in-flight retailing
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- risks that exist when conducting in-flight retailing and related risk control procedures and precautions
- saleable products, amenities and services, including their features, characteristics and pricing.

## 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>