



Australian Government

**Assessment Requirements for AVII3010
Carry out aircraft business and first class
meal and non-alcoholic beverage service**

Release: 1

Assessment Requirements for AVII3010 Carry out aircraft business and first class meal and non-alcoholic beverage service

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 and performance criteria 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
- 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
- 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 and performance criteria and include knowledge of:

- airline procedures and standards for providing a business and first class meal and non-alcoholic beverage service on an aircraft
- features and characteristics of various types and styles of food and non-alcoholic beverages served in business and first class on aircraft
- hygiene and safety issues relevant to food and beverage service
- principles of customer service
- problems that may occur when providing a meal and beverage service on an aircraft and appropriate action that should be taken in each case
- relevant information/documents:
 - airline food and non-alcoholic beverage service procedures and checklists
 - airline procedures, instructions and job specifications
 - food and beverage service checklists
 - relevant regulatory requirements for serving food and non-alcoholic beverages on aircraft
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- risks that exist when providing a meal and beverage service on an aircraft and related risk control procedures and precautions
- typical service flows within an aircraft food and beverage service environment.

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.

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