![Australian Government]

Assessment Requirements for AVII4013 Supervise cabin operations

Release: 2

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Modification History

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package.

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 (SOPs)
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others when providing leadership and supervising cabin operations
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing response actions to unlawful interference with aviation incidents relevant to own role
- 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 identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding to problems and incidents during supervision of cabin operations, including one or more of the following:
  - delayed or cancelled flight
  - faulty cabin service or aircraft safety equipment
  - incidents classified as unlawful interference with aviation
  - passenger or staff illness

- use of technical devices
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) 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 standards, principles and philosophies for providing quality customer service to passengers
- airline structure, products, policies, procedures and service standards
- appropriate service to customers with a range of specific needs
- cabin features and amenities for various types of aircraft
- cabin product and service procedures
- complaint handling procedures
- customer service records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- importance of customer service to airline and to individual crew responsibility
- needs and expectations of different types of customers, including internal and external customers
- problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and relevant authority for supervision of cabin operations
- relevant WHS/OHS regulations
- risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- service quality and continuous improvement principles
- unlawful interference with aviation incidents and response actions relevant to own role:
  - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
  - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
  - destroying an aircraft that is in service
  - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
  - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk

- putting the safety of an aircraft at risk by communicating false or misleading information
- putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
- taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence.

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 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 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