



Australian Government

AVII4013 Supervise cabin operations

Release: 2

AVII4013 Supervise cabin operations

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.

Application

This unit involves the skills and knowledge required to supervise cabin operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and other relevant authority.

It includes planning and preparing for flight, supervising cabin service and resources, using and maintaining aircraft cabin equipment, and completing administrative requirements.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to customer service duties of flight crew, 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 within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, instructions, publications and regulations.

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.

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| 1 Plan and prepare for flight | <p>1.1 Liaison with relevant flight crew is undertaken to confirm departure tasks</p> <p>1.2 Cabin preparation tasks are confirmed as completed and reported to appropriate flight crew</p> <p>1.3 Flight crew are briefed on aircraft passenger, baggage and cargo load details as required</p> |
| 2 Supervise cabin service and resources | <p>2.1 Cabin service standards are monitored throughout the flight in accordance with enterprise standards</p> <p>2.2 Crew members are assisted to prioritise workload</p> <p>2.3 Consultation with senior flight crew and other crew members is undertaken to determine improvements in efficiency and service levels</p> <p>2.4 Aircraft stores and supplies are managed to achieve a cost-effective result for the airline, while maintaining high quality customer service</p> <p>2.5 Operational difficulties and problems are anticipated and resolved</p> <p>2.6 Incidents related to unlawful interference with aviation during flight are resolved in accordance with regulatory requirements</p> |
| 3 Use and maintain aircraft cabin equipment | <p>3.1 Cabin equipment is used in accordance with manufacturer instructions and enterprise procedures</p> <p>3.2 Faults are accurately diagnosed and promptly reported in accordance with enterprise procedures</p> |
| 4 Complete administrative requirements | <p>4.1 Cabin operations administrative documentation is completed at the appropriate time in accordance with airline procedures and regulatory requirements</p> <p>4.2 Input about operational requirements is provided to appropriate personnel in accordance with enterprise procedures</p> |

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.

Non-essential conditions may be found in the AVI Aviation Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVII4013A Supervise cabin operations.

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>