



**Australian Government**

**Assessment Requirements for AVII4015  
Monitor and enhance customer service  
excellence**

**Release: 2**

# Assessment Requirements for AVII4015 Monitor and enhance customer service excellence

## 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 relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- handling customer queries and complaints effectively
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) and security procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying any problems, faults or 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/OHS standards
- using interpersonal skills effectively
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- writing simple reports and records of inquiries.

## 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:

- aviation operator company customer service principles, code of conduct and philosophies
- airline company structure, products, services, policies and procedures
- customer service, quality and continuous improvement principles, policies and procedures
- feedback and coaching techniques
- leadership principles
- legal issues that relate to quality service management
- relevant duty of care responsibilities
- relevant WHS/OHS and environmental procedures and regulations
- human and financial resource management sources of information and documentation needed for workplace operations
- different types of operations carried out in the workplace
- workplace procedures relevant to work activities.

## 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>