



Australian Government

AVIJ2001 Contribute to the achievement of on-time performance standards

Release: 1

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Modification History

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 contribute to the achievement of on-time performance standards, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes contributing to on-time performance, identifying and minimising potential causes of flight delays, and taking action in unavoidable flight delays.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to quality procedures of aviation personnel, 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 as a single operator or within a team environment.

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 in accordance with relevant Defence Orders and Instructions.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

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.

1 Contribute to on-time performance

- 1.1 Procedures and checklists to facilitate on-time performance are closely followed when carrying out work activities
- 1.2 Work activities in preparation for flight departure are commenced on time and are conducted efficiently and effectively in accordance with workplace procedures
- 1.3 Appropriate assistance is provided to others to overcome problems and to achieve on-time performance targets

2 Identify and minimise potential causes of flight delays

- 2.1 Potential causes of delays to flight departure arising within area of responsibility are promptly identified and communicated to relevant personnel
- 2.2 Safe action to minimise or eliminate potential causes of delays is determined and taken, in conjunction with relevant staff in accordance with workplace procedures
- 2.3 Supervisors and other relevant staff are advised of potential problems and action taken to address them and/or to avoid potential delays

3 Take action in unavoidable flight delays

- 3.1 Appropriate safe action is taken, in conjunction with other staff, to make up lost time and to enable aircraft on-time departure, where unavoidable delays in preparing for flight departure have been experienced
- 3.2 Action being taken to make up lost time due to unavoidable problems is communicated to passengers, supervisors and other relevant staff in accordance with workplace procedures

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.

Potential causes of flight delays must include one or more of the following:

- accidental double booking
- aircraft malfunction
- airport emergency
- airport power failure
- delays in aircraft catering/resourcing services
- delays in cleaning and preparing aircraft
- delays in commencing check-in operations
- delays in loading baggage
- late arrival of connecting aircraft
- late passengers or passengers who have missed flight
- malfunctioning check-in systems
- passenger behaviour
- passengers with excess baggage or oversize/weight cabin baggage
- security alert
- staff shortages due to illness or other reasons
- unlawful interference with aviation

Action to overcome delays must include:

- accelerating other pre-departure activities
- accessing additional staff
- assisting staff as required
- developing and implementing appropriate strategies to overcome or minimise a specific delay

Unit Mapping Information

This unit replaces and is equivalent to AVIJ2001B Contribute to the achievement of on-time performance standards.

Links

Companion Volume implementation guides are found in VETNet -

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