



Australian Government

AVIL3002 Complete aircraft dispatch duties

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 complete aircraft dispatch duties, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes boarding passengers, communicating with flight crew and dispatching aircraft.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to resource management duties of ground operations 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.

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

L – Resource Management

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 Board passengers	<p>1.1 Hazards are identified, risks are assessed and hazard management is implemented</p> <p>1.2 On boarding announcement, passengers are greeted at the gate and their boarding passes are checked manually or electronically</p> <p>1.3 Passenger details are added to passenger list and loading sheet and their boarding pass in accordance with manual processes</p> <p>1.4 Passenger boarding pass is returned on confirmation in accordance with computerised processes</p> <p>1.5 Appropriate action is taken in consultation with passenger to resolve boarding pass problems</p> <p>1.6 Passenger is referred to appropriate customer service staff when boarding pass problem cannot be readily resolved</p> <p>1.7 Passenger cabin baggage is monitored for size and weight and is checked with the aid of a cabin baggage size gauge</p> <p>1.8 Passenger is advised oversize/overweight cabin baggage must be carried in the hold and arrangements are made to have baggage appropriately tagged and transferred to baggage handling section</p> <p>1.9 Passengers are directed to aircraft via aerobridge/aircraft stairs in accordance with type of aircraft and airport facility</p>
2 Communicate with flight crew	<p>2.1 Appropriate communications are maintained with senior cabin/flight crew on aircraft to facilitate smooth and timely boarding of passengers</p> <p>2.2 Printouts or manually-completed passenger list, manifest, load sheet and special meals list are provided to senior cabin/flight crew on aircraft in accordance with workplace procedures</p> <p>2.3 Once provisional load sheet has been signed by pilot in command, a copy is retained in accordance with workplace procedures</p>
3 Dispatch aircraft	<p>3.1 On closing of aircraft door, authority is given to retract aerobridge/stairs</p>

- 3.2 Aircraft dispatch problems are identified, confirmed and resolved in accordance with workplace procedures and regulatory requirements
- 3.3 Appropriate people are consulted during aircraft dispatch operations
- 3.4 Copies of passenger list and load sheet are processed/filed in accordance with workplace procedures and regulatory requirements

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.

Aircraft dispatch problems include one or more of the following:

- cancellation of flight
- crew rest seat no longer available
- failed-to-board passengers
- incidents classified as unlawful interference with aviation
- malfunctioning aircraft
- need to wait for passengers from a connecting flight
- passengers who have lost their boarding pass
- passengers with oversize/overweight cabin baggage
- seating problem such as non-notified seat changes or an accidental double booking
- security alert

Persons consulted during the dispatch of an aircraft will include:

- aircraft resourcing staff
- baggage handling staff
- customer service manager on aircraft
- ground support staff
- other cabin crew and flight crew members
- passengers
- pilot in command
- supervisors and managers
- technical staff

Unit Mapping Information

This unit replaces and is equivalent to AVIL3002B Complete aircraft dispatch duties.

Links

Companion Volume implementation guides are found in VETNet -

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