



Australian Government

AVIO0017 Manage disruptive behaviour and unlawful interference with aviation

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 manage disruptive behaviour and unlawful interference with aviation in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes monitoring passenger behaviour, identifying and resolving disruptive or unlawful interference, taking action to manage unlawful interference, and reporting and documenting unlawful interference with aviation.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to aviation security duties 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.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

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 Monitor passenger behaviour

- 1.1 Facilities and transportation units under individual surveillance are regularly monitored to identify and/or record inappropriate behaviour
- 1.2 Potential problem situations are quickly identified and steps taken to resolve the situation in accordance with regulatory requirements
- 1.3 Incidents that breach aviation transport security requirements are identified and appropriate action taken
- 1.4 Surveillance equipment is operated within legal and workplace parameters
- 1.5 Hazards are identified, risks are assessed and hazard management implemented

2 Identify and resolve disruptive or unlawful interference

- 2.1 Nature of disruptive behaviour or unlawful interference is accurately assessed and incident resolved using appropriate resolution strategies or referred to appropriate personnel for resolution
- 2.2 Procedures are followed to isolate offender/s and to minimise disruption to other passengers
- 2.3 Assistance is sought from other staff and external support services as required
- 2.4 Follow-up action is implemented in accordance with workplace rules, regulations and guidelines

3 Take action to manage unlawful interference

- 3.1 Assistance is sought from other staff and external support services as required
- 3.2 Nature of offence and consequences of behaviour are clearly communicated to offender in accordance with workplace policies and procedures
- 3.3 Offenders are apprehended in accordance with legal and workplace parameters

4 Report and document unlawful interference

- 4.1 Unlawful interference incidents are reported using the appropriate document format in accordance with

workplace policies and procedures

- 4.2** Documentation is completed and processed in accordance with regulatory and organisational 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO0002 Manage disruptive behaviour and unlawful interference with aviation.

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>