



Australian Government

AVI Aviation Training Package

Release: 8.2

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AVI Aviation Training Package

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Published by: Australian Industry Standards
Release Date: 3 March 2016

Links

Companion Volume Implementation Guides are found in VETNet -
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AVI10119 Certificate I in Aviation (Foundation Skills)

Modification History

Release 2 Modifications have been made to:

- Unit AVID0010 deleted due to zero enrolment

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a range of entry level aviation roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy in highly structured and stable aviation operating contexts within narrow parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **7 units of competency** comprising:

5 core units listed below **plus**

2 general elective units from the general elective units listed below. The general elective units must contribute to the vocational outcomes of the qualification.

Core units

| | |
|----------|--|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIG0003 | Work effectively in the aviation industry |
| TLIE2007 | Use communications systems |

TLIO1002 Follow security procedures when working with passengers and personnel

General elective units

AVID0009 Load and secure aviation freight and baggage

AVIE0003 Operate aeronautical radio

AVIZ0003 Maintain basic situational awareness in an aviation workplace

TLIB0003 Use and maintain minor mechanical equipment

TLIC1051 Operate commercial vehicle

TLID2003 Handle dangerous goods/hazardous substances

TLIF2018 Operate firefighting equipment

TLII3020 Provide assistance to customers

TLIK2010 Use infotechnology devices in the workplace

Qualification Mapping Information

This qualification replaces and is equivalent to AVI10116 Certificate I in Aviation (Foundation Skills).

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>

AVI20118 Certificate II in Transport Security Protection

Modification History

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification provides individuals with general and specialist skills to operate effectively in a broad range of transport security screening roles.

Transport Security Screening Officer roles include:

- Air Cargo Examination Officer
- Domestic Airport Screening Officer
- International Airport Screening Officer
- Maritime Screening Officer

This qualification includes the units of competency required by Transport Security Screening Officers to perform transport security screening functions including, controlling access to security sensitive areas, undertaking physical searches, and identifying and handling weapons, explosives and prohibited items. A Transport Security Screening Officer must also apply effective communication skills to work in a broad range of transport security protection roles.

Transport Security screening personnel working at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts within narrow parameters.

Individuals seeking accreditation as a Transport Security Screening Officer should check industry specific accreditation requirements with the Aviation and Maritime Security Division of the Department of Home Affairs.

This qualification contains one not for public access (NFPA) restricted unit of competency. Content of NFPA units of competency is not published on the National Register. Access to this unit of competency is critical to security screening operations. Content of this unit is maintained separately and is only available to Registered Training Organisations (RTO's) authorised by the Department of Home Affairs (or its successor). To gain access contact the department at screenerreform@homeaffairs.gov.au.

Licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

Individuals undertaking this qualification must have passed a valid background check prior to accessing security-restricted resources associated with AVIG0001 Work effectively in a transport security environment. A valid background check for the purposes of an individual undertaking

the qualification is a background check on an applicant for, or the holder of an aviation security identification card or maritime security identification card.

Packaging Rules

A minimum number of 9 units of competency comprising:

- **5 core units** listed below; **plus**
 - Selecting all listed specialist elective units from either Group A, B, C or D below.
- Air Cargo Examination Officer
 - All elective units from Group A; **or**
- Domestic Airport Screening Officer
 - All elective units from Group B; **or**
- International Airport Screening Officer
 - All elective units from Group C; **or**
- Maritime Screening Officer
 - All elective units from Group D

Where a defined specialist elective Group is selected, the resultant qualification should be titled;

Group A - Certificate II in Transport Security Protection (Air Cargo Examination Officer)

Group B - Certificate II in Transport Security Protection (Domestic Airport Screening Officer)

Group C - Certificate II in Transport Security Protection (International Airport Screening Officer)

Group D - Certificate II in Transport Security Protection (Maritime Screening Officer)

| Qualification | Air Cargo Examination Officer | Domestic Airport Screening Officer | International Airport Screening Officer | Maritime Screening Officer |
|---------------------------|-------------------------------|------------------------------------|---|----------------------------|
| Core Units | 5 | 5 | 5 | 5 |
| Specialist Elective Units | 4 | 10 | 12 | 8 |
| Total | 9 | 15 | 17 | 13 |

Core units

| | |
|----------|--|
| AVIO0015 | Undertake physical search of cargo and articles |
| AVIO0009 | Identify and handle weapons, explosives and prohibited items |
| AVIG0001 | Work effectively in a transport security environment |

AVIO0007 Control access to and exit from a security sensitive area

AVIO0008 Establish and maintain a sterile sensitive area

Group A - Air Cargo Examination Officer

AVIO0005 Conduct screening using explosive trace detection

AVIO0003 Apply electronic metal detection

AVIO0014 Screen articles by interpreting X-ray images

AVIF0015 Apply awareness of dangerous goods and hazardous substances in the transport security environment

Group B - Domestic Airport Screening Officer

AVIF0015 Apply awareness of dangerous goods and hazardous substances in the transport security environment

AVIO0006 Conduct vehicle search for access to security sensitive areas

AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment

AVIO0004 Conduct frisk search of persons

AVIO0005 Conduct screening using explosive trace detection

AVIO0012 Manage the flow of items for screening by X-ray screening equipment

AVIO0014 Screen articles by interpreting X-ray images

CPPSEC3128 Conduct security screening using walk-through metal detection equipment

CPPSEC3130 Conduct security screening using hand-held metal detectors

CPPSEC3121 Control persons using empty hand techniques

Group C - International Airport Screening Officer

AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment

AVIO0004 Conduct frisk search of persons

AVIO0005 Conduct screening using explosive trace detection

AVIO0012 Manage the flow of items for screening by X-ray screening equipment

| | |
|------------|---|
| AVIO0014 | Screen articles by interpreting X-ray images |
| AVIO0013 | Operate body scanner |
| AVIO0010 | Identify powders, liquids, aerosols and gels (PLAGs) |
| AVIO0006 | Conduct vehicle search for access to security sensitive areas |
| AVIF0015 | Apply awareness of dangerous goods and hazardous substances in the transport security environment |
| CPPSEC3121 | Control persons using empty hand techniques |
| CPPSEC3128 | Conduct security screening using walk-through metal detection equipment |
| CPPSEC3130 | Conduct security screening using hand-held metal detectors |

Group D - Maritime Screening Officer

| | |
|------------|---|
| AVIO0011 | Manage disruptive behaviour and unlawful interference within a transport security environment |
| AVIO0004 | Conduct frisk search of persons |
| AVIO0012 | Manage the flow of items for screening by X-ray screening equipment |
| AVIO0014 | Screen articles by interpreting X-ray images |
| AVIO0006 | Conduct vehicle search for access to security sensitive areas |
| CPPSEC3121 | Control persons using empty hand techniques |
| CPPSEC3128 | Conduct security screening using walk-through metal detection equipment |
| CPPSEC3130 | Conduct security screening using hand-held metal detectors |

Qualification Mapping Information

This qualification replaces and is not equivalent to:

AVI20416 Certificate II in Aviation Transport Protection (Checked Baggage Screener) and

AVI20316 Certificate II in Aviation Transport Protection (Passenger and Non-Passenger Screener)

Links

Companion Volume Implementation Guides are found in VETNet -

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

AVI20119 Certificate II in Aviation (Flight Operations-Cargo Services)

Modification History

Release 3 Modifications have been made to:

- Unit AVID0008 deleted due to zero enrolment
- Unit AVID0003 deleted due to zero enrolment
- Unit AVID0010 deleted due to zero enrolment

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a range of flight operations cargo service roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable aviation operating contexts within narrow parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

Occupations may include:

- Cargo Services Operator
- Loadmaster.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **20 units of competency** comprising:

12 core units listed below, **plus**

2 units selected from **Group A: Accepting freight**, **plus**

2 units selected from the **Group B: Packaging freight**, **plus**

2 units selected from **Group C: Load and unload freight**, **plus**

2 units selected from the **General elective** units listed below.

Core units

| | |
|----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0040 | Employ fatigue risk management practices in an aviation workplace |
| AVIG0003 | Work effectively in the aviation industry |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| AVIZ0004 | Maintain security awareness and vigilance in an aviation workplace |
| TLID2003 | Handle dangerous goods/hazardous substances |
| TLIE0002 | Process workplace documentation |
| TLIF2018 | Operate firefighting equipment |
| TLIJ2001 | Apply quality procedures |
| TLIK2010 | Use infotechnology devices in the workplace |
| TLIO1002 | Follow security procedures when working with passengers and personnel |

Elective units**Group A: Accepting freight**

| | |
|----------|---|
| AVID0005 | Accept dangerous goods for air transport |
| TLIB0003 | Use and maintain minor mechanical equipment |

Group B: Packaging freight

| | |
|----------|--|
| AVID0006 | Prepare freight for flight |
| AVID0007 | Conduct aviation freight weighing operations |
| AVIL0005 | Plan an aircraft load |

Group C: Load and unload freight

| | |
|----------|--|
| AVID0009 | Load and secure aviation freight and baggage |
| TLID2016 | Load and unload explosives/dangerous goods |
| TLIF2012 | Apply safe procedures when handling/transporting dangerous goods or explosives |

TLIU1009 Monitor plant and equipment in an environmentally sustainable manner

General elective units

AVIE0003 Operate aeronautical radio

AVIF0036 Implement regulations and policies during aviation safety and service operations

AVIY0028 Operate remotely piloted aircraft in excluded category sub-2 kg operations

TLIB2001 Check and assess operational capabilities of equipment

TLIE2007 Use communications systems

TLIL2008 Complete routine administrative tasks

Qualification Mapping Information

This qualification replaces and is **not** equivalent to AVI20116 Certificate II in Aviation (Flight Operations-Cargo Services).

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>

AVI20219 Certificate II in Aviation (Ground Operations and Service)

Modification History

Release 4. Modifications have been made to:

- Unit AVID0008 deleted due to zero enrolment
- Unit AVIW0010 deleted due to zero enrolment
- Unit AVID0010 deleted due to zero enrolment
- Unit TLIA2013 superseded to become TLIA0023
- Unit TLIA2020 superseded to become TLIA0024
- Unit TLIP2033 superseded to become TLIP0001
- Unit TLIK2007 superseded to become TLIK0003

Release 3. This is the third release of this qualification in the AVI Aviation Training Package.

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a broad range of ground operations and service roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable aviation operating contexts within narrow parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Occupations may include:

- Baggage Handler
- Customer Service
- Ground Operations
- Ramp Operator.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **15 units of competency** comprising:

10 core units listed below, **plus**

5 general elective units from the general elective units listed below.

The general elective units must contribute to the vocational outcomes of the qualification.

Core units

| | |
|----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0040 | Employ fatigue risk management practices in an aviation workplace |
| AVIG0003 | Work effectively in the aviation industry |
| AVIJ0001 | Contribute to the achievement of on-time performance standards |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| TLIE2007 | Use communication systems |
| TLIJ2001 | Apply quality procedures |
| TLIK2010 | Use infotechnology devices in the workplace |
| TLIO1002 | Follow security procedures when working with passengers and personnel |

General elective units

| | |
|----------|---|
| AVIC0001 | Drive on the airside |
| AVID0004 | Conduct baggage handling operations |
| AVID0005 | Accept dangerous goods for air transport |
| AVID0006 | Prepare freight for flight |
| AVID0007 | Conduct aviation freight weighing operations |
| AVID0009 | Load and secure aviation freight and baggage |
| AVIE0003 | Operate aeronautical radio |
| AVIE0004 | Conduct radio procedures in an aviation operational environment |
| AVIF2007 | Implement regulations and policies during check-in procedures |

| | |
|------------|--|
| AVIF0037 | Monitor the transfer of hazardous materials |
| AVIF2019 | Work in aircraft confined spaces |
| AVII0004 | Provide quality customer service |
| AVII0009 | Check in aircraft passengers |
| AVII0010 | Provide assistance to transit and arriving passengers |
| AVIL0003 | Manage a check-in queue |
| AVIP2001 | Capture records into a records keeping system |
| AVIW0011 | Operate baggage tug |
| AVIW0012 | Operate aircraft refuelling nozzle |
| AVIY0028 | Operate remotely piloted aircraft in excluded category sub-2 kg operations |
| BSBOPS305 | Process customer complaints |
| HLTAID011 | Provide First Aid |
| SITTTSL007 | Process reservations |
| TLIA0003 | Complete and check import/export documentation |
| TLIA0023 | Receive goods |
| TLIA2014 | Use product knowledge to complete work operations |
| TLIA0024 | Replenish stock |
| TLIA2022 | Participate in stocktakes |
| TLIB0002 | Carry out vehicle inspection |
| TLIB0003 | Use and maintain minor mechanical equipment |
| TLIB2001 | Check and assess operational capabilities of equipment |
| TLIB2003 | Carry out vehicle servicing and maintenance |
| TLIB2008 | Carry out inspection of trailers |
| TLIB2073 | Clean road tankers |
| TLIB2119 | Carry out maintenance of trailers |
| TLIC1051 | Operate commercial vehicle |

| | |
|----------|--|
| TLIC3003 | Drive medium rigid vehicle |
| TLID2003 | Handle dangerous goods/hazardous substances |
| TLID2004 | Load and unload goods/cargo |
| TLID2010 | Operate a forklift |
| TLID0006 | Move materials mechanically using automated equipment |
| TLID2016 | Load and unload explosives and dangerous goods |
| TLIE0002 | Process workplace documentation |
| TLIF2012 | Apply safe procedures when handling/transporting dangerous goods or explosives |
| TLIF2018 | Operate firefighting equipment |
| TLII1002 | Apply customer service skills |
| TLII0004 | Provide assistance to customers |
| TLIK0003 | Perform electronic data interchange to transmit documentation |
| TLIK2003 | Apply keyboard skills |
| TLIL2008 | Complete routine administrative tasks |
| TLIL2031 | Monitor and process attendance records |
| TLIO2011 | Provide revenue protection measures |
| TLIP0001 | Sell products and services |
| TLIP2017 | Maintain control of records |
| TLIP2018 | Provide information from and about records |
| TLIP2024 | Conduct financial transactions |
| TLIP2029 | Prepare and process financial documents |
| TLIU1009 | Monitor plant and equipment in an environmentally sustainable manner |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI20216 Certificate II in Aviation (Ground Operations and Service).

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>

AVI30119 Certificate III in Aviation (Aerodrome Operations)

Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a broad range of aerodrome operational roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

This qualification forms some of the requirements for appointment in job roles by the aerodrome operator in accordance with Civil Aviation Safety Regulation (CASR) Part 139 Aerodromes.

Job roles may include:

- Aerodrome Reporting Officer
- Airport Safety Officer
- Airside Operations Officer
- Operations Officer
- Works Safety Officer (WSO)

Note: 'WSO' is defined as 'a person appointed in writing as a Works Safety Officer for ensuring the safe conduct of aerodrome works' (in accordance with CASR).

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **15 units of competency** comprising:

9 core units listed below **plus:**

6 general elective units from the general elective units listed below. **Up to 2 of the general elective units** may be selected from any relevant nationally endorsed Training Package or accredited course. The general elective units must contribute to the vocational outcomes of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

| | |
|----------|--|
| AVIB0002 | Inspect and report on aerodrome serviceability |
| AVIB0003 | Inspect and report on serviceability of aerodrome lighting systems |
| AVIB0004 | Inspect and report on obstacle limitation surfaces |
| AVIC0001 | Drive on the airside |
| AVIE0004 | Conduct radio procedures in an aviation operational environment |
| AVIF0035 | Manage human factors in aviation operations |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0045 | Facilitate the safety of aerodrome work and work site access |
| AVIG0002 | Lead a work team or group in a controlled environment |

General Elective Units

| | |
|-----------|--|
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0037 | Monitor the transfer of hazardous materials |
| AVIF0043 | Apply relevant laws and regulations to the operation of an aerodrome |
| AVIF0046 | Facilitate an aerodrome emergency response |
| AVIL0006 | Assess pavement concessions |
| AVIO0018 | Use firearms on an aerodrome to control wildlife hazards |
| AVIO0019 | Apply and monitor aviation workplace security procedures |
| AVIO0020 | Monitor airside access and airside driving |
| AVIW0022 | Coordinate aircraft movements and storage |
| AVIW0023 | Implement wildlife hazard control measures |
| AVIW0033 | Coordinate the removal of disabled aircraft |
| BSBFLM303 | Contribute to effective workplace relationships |
| BSBFLM305 | Support operational plan |
| BSBFLM306 | Provide workplace information and resourcing plans |

| | |
|-----------|---|
| BSBFLM312 | Contribute to team effectiveness |
| BSBSUS201 | Participate in environmentally sustainable work practices |
| BSBWOR301 | Organise personal work priorities and development |
| TLIO0001 | Undertake emergency response action to a security threat |

Qualification Mapping Information

This qualification replaces and is **not** equivalent to AVI30516 Certificate III in Aviation (Aerodrome 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>

AVI30219 Certificate III in Aviation (Cabin Crew)

Modification History

Release 2. Modifications have been made to:

- Unit AVII0013 deleted due to zero enrolments

Release 1. This is the first release of this qualification in the AVI Aviation Training Package

Qualification Description

This qualification reflects the roles of cabin crew personnel performing normal and emergency cabin crew duties in support of commercial or Defence aviation operations.

Cabin crew duties include applying technical and non-technical aviation skills and knowledge to cabin service and cargo operations.

This qualification forms some of the requirements for certification by the Civil Aviation Safety Authority (CASA) as a task specialist or other aerial work operations as directed by Civil Aviation Safety Regulation (CASR) Part 138 Aerial work operations.

Civil and military cabin crew seeking certification should check these requirements with CASA.

Occupations may include:

- Cabin Crew
- Crew Attendant
- Flight Attendant.

Entry Requirements

There are no entry requirements for this qualification.

However, first aid certification, a Responsible Service of Alcohol certificate and other regulatory requirements are essential for employment.

Packaging Rules

A total of **21 units of competency** comprising:

13 core units listed below **plus:**

8 general elective units from the general elective units listed below.

Up to 3 general elective units may be selected from any relevant nationally endorsed Training Package or accredited course. The general elective units must contribute to the vocational outcomes of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units

specified are complied with.

Core units

| | |
|-----------|---|
| AVIB0001 | Manage and carry out pre- and post-flight cabin checks |
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| AVIG0003 | Work effectively in the aviation industry |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| AVIO0019 | Apply and monitor aviation workplace security procedures |
| AVIZ0004 | Maintain security awareness and vigilance in an aviation workplace |
| BSBWOR301 | Organise personal work priorities and development |
| TLIE3004 | Prepare workplace documents |
| TLIF2018 | Operate firefighting equipment |
| TLIO0001 | Undertake emergency response action to a security threat |

General elective units

| | |
|----------|--|
| AVIF0024 | Provide first aid in an aviation environment |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0035 | Manage human factors in aviation operations |
| AVIF0036 | Implement regulations and policies during aviation safety and service operations |
| AVIF0038 | Undertake aircraft underwater escape and survival |
| AVIF0040 | Employ fatigue risk management practices in an aviation workplace |
| AVII0003 | Advise on major services and attractions at aviation destinations |
| AVII0004 | Provide quality customer service |
| AVII0005 | Provide customer service on an aircraft |

| | |
|------------|--|
| AVII0006 | Carry out beverage service on an aircraft |
| AVII0007 | Provide advice about cuisine on an aircraft |
| AVII0008 | Conduct in-flight retailing |
| AVII0011 | Carry out food preparation and service on an aircraft |
| AVII0012 | Apply knowledge of the structure, products and services of an airline operator |
| BSBFLM303 | Contribute to effective workplace relationships |
| BSBFLM305 | Support operational plan |
| BSBFLM306 | Provide workplace information and resourcing plans |
| BSBFLM312 | Contribute to team effectiveness |
| HLTAID003 | Provide first aid |
| SITHFAB002 | Provide responsible service of alcohol |
| TLIG3002 | Lead a work team or group |
| TLI3020 | Provide assistance to customers |

Qualification Mapping Information

This qualification replaces but is equivalent to AVI30116 Certificate III in Aviation (Cabin Crew).

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>

AVI30319 Certificate III in Aviation (Ground Operations and Service)

Modification History

Release 3. Modifications have been made to:

- Unit AVIY0042 deleted due to zero enrolment
- Unit AVIW0021 deleted due to zero enrolment
- Unit AVIH0012 deleted due to zero enrolment
- Unit AVIH0011 deleted due to zero enrolment
- Unit AVIF0025 deleted due to zero enrolment
- Unit AVIY0043 deleted due to zero enrolment
- Unit AVIW0019 deleted due to zero enrolment
- Unit AVIW0010 deleted due to zero enrolment
- Unit AVID0003 deleted due to zero enrolment
- Unit AVIR0001 deleted due to zero enrolment
- Unit AVIW0031 deleted due to zero enrolment

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate effectively in a broad range of ground operations and service roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

Job role types may include:

- Baggage Operator
- Customer Service Operator
- Ground Operator
- Ramp Operator

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **20 units of competency** comprising:

11 core units listed below, **plus**

9 general elective units from the general elective units listed below.

Up to **2 elective units** may be selected from any relevant nationally endorsed Training Package or accredited course. The elective units must contribute to the vocational outcomes of the qualification

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

The following imported unit has a prerequisite unit:

- SITTTSL014 Construct advanced international airfares

Core units

| | |
|----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0036 | Implement regulations and policies during aviation safety and service operations |
| AVIF0020 | Manage human factors and situation awareness in an aviation operational environment |
| AVIG0003 | Work effectively in the aviation industry |
| AVIJ0001 | Contribute to the achievement of on-time performance standards |
| AVIZ0004 | Maintain security awareness and vigilance in an aviation workplace |
| TLIE0002 | Process workplace documentation |
| TLIF3091 | Apply awareness of dangerous goods and hazardous material requirements |
| TLIJ3002 | Apply quality systems |
| TLIO0001 | Undertake emergency response action to a security threat |

General Elective Units

| | |
|----------|--|
| AVIC0001 | Drive on the airside |
| AVID0004 | Conduct baggage handling operations |
| AVID0005 | Accept dangerous goods for air transport |

| | |
|------------|---|
| AVIE0003 | Operate aeronautical radio |
| AVIE0004 | Conduct radio procedures in an aviation operational environment |
| AVIF0044 | Marshal aircraft |
| AVII0003 | Advise on major services and attractions at aviation destinations |
| AVII0004 | Provide quality customer service |
| AVII0009 | Check in aircraft passengers |
| AVII0010 | Provide assistance to transit and arriving passengers |
| AVIL0003 | Manage a check-in queue |
| AVIL0004 | Complete aircraft dispatch duties |
| AVIL0005 | Plan an aircraft load |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| AVIO0019 | Apply and monitor aviation workplace security procedures |
| AVIW0011 | Operate baggage tug |
| AVIW0012 | Operate aircraft refuelling nozzle |
| AVIW0017 | Operate aircraft embarkation and disembarkation equipment |
| AVIW0018 | Operate ramp equipment |
| AVIW0020 | Refuel aircraft |
| AVIW0022 | Coordinate aircraft movements and storage |
| BSBOPS304 | Deliver and monitor a service to customers |
| BSBLDR301 | Support effective workplace relationships |
| BSBOPS402 | Coordinate business operational plans |
| BSBOPS301 | Maintain business resources |
| BSBXTW301 | Work in a team |
| HLTAID011 | Provide First Aid |
| SITTTSL007 | Process reservations |
| SITTTSL009 | Process travel-related documentation |

| | |
|------------|---|
| SITTTSL010 | Use a computerised reservations or operations system |
| SITTTSL011 | Source airfares for domestic flights |
| SITTTSL012 | Construct normal international airfares |
| SITTTSL013 | Construct promotional international airfares |
| SITTTSL014 | Construct advanced international airfares └ SITTTSL012 Construct normal international airfares |
| TLIA0004 | Complete receipt and despatch documentation |
| TLIA0018 | Transfer cargo |
| TLIA1001 | Secure cargo |
| TLIC3004 | Drive heavy rigid vehicle |
| TLIC3005 | Drive heavy combination vehicle |
| TLIC3042 | Operate coach/bus |
| TLIC3063 | Operate vehicle carrying special loads |
| TLID3015 | Identify and label explosives/dangerous goods |
| TLIE0003 | Consolidate manifest documentation |
| TLIE0004 | Maintain freight records |
| TLIE3002 | Estimate/calculate mass, area and quantify dimensions |
| TLIE3004 | Prepare workplace documents |
| TLIG3002 | Lead a work team or group |
| TLIK2010 | Use info technology devices in the workplace |
| TLIP3034 | Advise on and construct fares for customers |

Qualification Mapping Information

This qualification replaces but is **not** equivalent to AVI30416 Certificate III in Aviation (Ground Operations and Service).

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>

AVI30419 Certificate III in Aviation (Remote Pilot)

Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

Remote pilots operating at this level will apply non-technical and technical knowledge and skills to demonstrate autonomy and judgement and will take limited responsibility in known and stable operational contexts within established regulatory parameters.

Licensing, legislative or certification requirements apply to this qualification at the time of publication. This qualification aligns to Remote Pilot Licensing requirements described in Civil Aviation Safety Regulation (CASR) Part 101 — Unmanned aircraft and rockets and Part 101 Manual of Standards.

Civil and military personnel seeking certification as remote pilots should check requirements with CASA.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A minimum of **14 units of competency** comprising:

9 core units listed below **plus**

2 elective units selected from the **Group A: General, plus**

At least **1 elective unit** selected from the **Group B: Specialist elective, plus**

At least **2 units** selected from the **Group C: Operation type elective units** listed below

The following units have a prerequisite unit:

- AVIY0025 Operate powered lift and tilt rotor remote pilot aircraft systems
- AVIY0029 Operate rotary wing remote pilot aircraft systems
- AVIY0030 Operate fixed wing remote pilot aircraft systems

Core units

AVIF0021 Manage human factors in remote pilot aircraft systems operations

AVIH0006 Navigate remote pilot aircraft systems

| | |
|----------|---|
| AVIW0028 | Operate and manage remote pilot aircraft systems |
| AVIW0004 | Perform operational inspections on remote operated systems |
| AVIY0052 | Control remote pilot aircraft systems on the ground |
| AVIY0023 | Launch, control and recover a remotely piloted aircraft |
| AVIY0053 | Manage remote pilot aircraft systems energy source requirements |
| AVIY0031 | Apply the principles of air law to remote pilot aircraft systems operations |
| AVIZ0005 | Apply situational awareness in remote pilot aircraft systems operations. |

Elective units

Group A General

| | |
|----------|--|
| AVIE0003 | Operate aeronautical radio |
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIG0003 | Work effectively in the aviation industry |
| AVIY0032 | Apply RPAS payload and configuration management principles |
| AVIZ0004 | Maintain security awareness and vigilance in an aviation workplace |

Group B Specialist elective

| | |
|----------|--|
| AVIY0024 | Operate remote pilot airship |
| AVIY0025 | Operate powered lift and tilt rotor remote pilot aircraft systems └ AVIW0028 Operate and manage remote pilot aircraft systems |
| AVIY0027 | Operate multi-rotor remote pilot aircraft systems |
| AVIY0029 | Operate rotary wing remote pilot aircraft systems └ AVIW0028 Operate and manage remote pilot aircraft systems |
| AVIY0030 | Operate fixed wing remote pilot aircraft systems └ AVIW0028 Operate and manage remote pilot aircraft systems |

Group C Operation type

| | |
|----------|--|
| AVIH0007 | Operate remote pilot aircraft systems under night visual line of sight (NVLOS) |
| AVIH0008 | Operate remote pilot aircraft systems extended visual line of sight (EVLOS) |
| AVIW0006 | Perform infrastructure inspections using remote operated systems |
| AVIW0007 | Perform aerial mapping and modelling using remote pilot aircraft systems |
| AVIW0008 | Conduct aerial search using remote pilot aircraft systems |
| AVIW0009 | Conduct aerial delivery-retrieval using remote pilot aircraft systems |
| AVIY0026 | Conduct aerial application operations using remote pilot operated systems |

Qualification Mapping Information

This qualification replaces and is **not** equivalent to AVI30316 Certificate III in Aviation (Remote Pilot - Visual Line of Sight).

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>

AVI30519 Certificate III in Aviation (Rescue Crew Officer)

Modification History

Release 2. Modifications have been made to:

- Unit AVIW0013 deleted due to zero enrolment
- Unit AVIW0014 deleted due to zero enrolment
- Unit AVIW0015 deleted due to zero enrolment

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of flight crew personnel performing normal and emergency rescue crew duties in support of aviation operations.

Rescue crew duties include applying technical and non-technical aviation skills and knowledge within rotary wing operational environments.

This qualification forms some of the requirements for certification as flight crew by the Civil Aviation Safety Authority (CASA) as described in Civil Aviation Orders.

Rescue crew seeking authorisation as non-licensed personnel should check these requirements with CASA.

Occupations may include:

- Helicopter Crew Officer
- Rescue Crew Officer (RCO)
- Aviation Rescue Crew officer
- Down the Wire Crew officer
- Police, paramedics and other emergency service personnel

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **13 units of competency** comprising:

8 core units listed below **plus**

1 unit selected from **Group A** - Rescue operations; **plus**

1 unit selected from **Group B** - Search support functions; **plus**

remaining elective units to be selected from anywhere in this qualification.

Up to 2 elective units may be selected from any relevant nationally endorsed Training Package or accredited course. The elective units must contribute to the vocational outcomes of the qualification. Where imported units are selected, care must be taken to ensure all prerequisite units specified are complied with.

The following imported unit has a prerequisite unit:

- PUAFIR211 Undertake hover-exit operations from helicopter

Core units

| | |
|-----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0038 | Undertake aircraft underwater escape and survival |
| AVIF0040 | Employ fatigue risk management practices in an aviation workplace |
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| AVIW0025 | Complete aircraft and flight equipment pre- and post-flight actions |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| PUAFIR209 | Work safely around aircraft |

Elective units

Group A - Rescue Operations

| | |
|----------|--|
| AVIW0016 | Rappel from a helicopter |
| AVIW0024 | Perform down the wire duties |
| AVIW0003 | Undertake helicopter aquatic rescue and recovery |

Group B - Search support functions

| | |
|-----------|--|
| AVIW0026 | Conduct night vision imaging system operations |
| AVIW0027 | Deliver pyrotechnics and handheld stores |
| HLTAID007 | Provide advanced resuscitation |
| PUAAMS002 | Search as a member of an air search team |

General elective units

| | |
|----------|----------------------------|
| AVIE0003 | Operate aeronautical radio |
|----------|----------------------------|

| | |
|-----------|--|
| AVIE0006 | Maintain aircraft radio communications |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0035 | Manage human factors in aviation operations |
| AVIF0039 | Utilise emergency breathing system |
| AVIF0044 | Marshal aircraft |
| AVIW0020 | Refuel aircraft |
| AVIW0030 | Manage aircraft sensor systems |
| AVIY0040 | Apply aeronautical knowledge to aviation operations |
| AVIY0051 | Conduct helicopter landing site and unprepared helicopter landing site operations |
| AVIY0065 | Conduct external load-lift operations |
| AVIY0066 | Conduct hoisting operations |
| HLTAID003 | Provide first aid |
| PUAFIR211 | Undertake hover-exit operations from helicopter └ PUAFIR209 Work safely around aircraft |
| TLIA1001 | Secure cargo |
| TLID2003 | Handle dangerous goods/hazardous substances |
| TLIO1002 | Follow security procedures when working with passengers and personnel |

Qualification Mapping Information

This qualification replaces but is **not** equivalent to AVI30216 Certificate III in Aviation (Rescue Crewman).

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>

AVI40119 Certificate IV in Aviation (Air Crew Officer)

Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of flight crew personnel performing normal and emergency air crew officer duties in support of commercial or Defence aviation operations.

Air crew officer duties include applying technical and non-technical aviation skills and knowledge within rotary wing operational environments.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts within established parameters.

This qualification forms some of the requirements for certification by the Civil Aviation Safety Authority (CASA) as a task specialist or other aerial work operations as directed by Civil Aviation Safety Regulation (CASR) Part 138 Aerial work operations.

Civil and military flight crew seeking authorisation for aerial work operations should check these requirements with CASA.

Occupations include:

- Air Crew Officer (ACO)

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **21 units of competency** comprising:

14 core units listed below **plus:**

7 general elective units from the general elective units listed below.

Up to 2 elective units may be selected from any relevant nationally endorsed Training Package or accredited course. The elective units must contribute to the vocational outcomes of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

| | |
|-------------------------------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0035 | Manage human factors in aviation operations |
| AVIF0038 | Undertake aircraft underwater escape and survival |
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| AVIW0025 | Complete aircraft and flight equipment pre- and post-flight actions |
| AVIY0051 | Conduct helicopter landing site and unprepared helicopter landing site operations |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| BSBMGT405 | Provide personal leadership |
| TLIA1001 | Secure cargo |
| TLID2003 | Handle dangerous goods/hazardous substances |
| TLIE3002 | Estimate/calculate mass, area and quantify dimensions |
| General elective units | |
| AVIE0003 | Operate aeronautical radio |
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |
| AVIE0006 | Maintain aircraft radio communications |
| AVIF0024 | Provide first aid in an aviation environment |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0039 | Utilise emergency breathing system |
| AVIF0044 | Marshal aircraft |
| AVIJ0002 | Conduct quality control operations related to refuelling and defuelling aircraft |
| AVIL0005 | Plan an aircraft load |
| AVIW0020 | Refuel aircraft |

| | |
|-----------|---|
| AVIW0024 | Perform down the wire duties |
| AVIW0026 | Conduct night vision imaging system operations |
| AVIW0027 | Deliver pyrotechnics and handheld stores |
| AVIW0030 | Manage aircraft sensor systems |
| AVIY0040 | Apply aeronautical knowledge to aviation operations |
| AVIY0041 | Apply the principles of civil air law to aviation operations |
| AVIY0065 | Conduct external load-lift operations |
| AVIY0066 | Conduct hoisting operations |
| AVIY0067 | Conduct airborne extraction operations |
| AVIY0068 | Conduct airborne rappelling operations |
| AVIW0034 | Perform non-pilot cockpit duties |
| HLTAID007 | Provide advanced resuscitation |
| TLIO1002 | Follow security procedures when working with passengers and personnel |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI40116 Certificate IV in Aviation (Air Crew Officer).

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>

AVI40120 Certificate IV in Aviation (Aviation Supervision)

Modification History

Release 2. Modifications have been made to:

- Unit AVII0013 deleted due to zero enrolment
- Unit AVIW0031 deleted due to zero enrolment

Release 1. This is the first release of this qualification in the AVI Aviation Training Package Release 7.

Qualification Description

This qualification provides individuals with technical and non-technical aviation skills to operate and supervise effectively in a broad range of ground operations and service roles.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

Please note, RTO to insert on the testamur, the specialist elective group selected from the group choice below:

- Certificate IV in Aviation (Aviation Supervision-Aerodromes)
- Certificate IV in Aviation (Aviation Supervision-Cabin Crew)
- Certificate IV in Aviation (Aviation Supervision-Ground Operations)

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

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

Occupations may include:

- Aerodrome Operations Supervisor
- Aviation Supervisor
- Cabin Supervisor
- Cargo Supervisor
- Customer Service Supervisor
- Ground Operations Supervisor
- Ramp Operations Supervisor
- Operations Supervisor.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total **21 units of competency** comprising:

- 13 core units, plus
- 8 elective units consisting of:
 - 5 units from either Group A, Group B or Group C
 - all remaining elective units can be selected from the General Electives area or anywhere within this qualification.

Specialisations

Candidates may specialise in a specific stream by completing the core units and elective units from one of the following:

- Certificate IV in Aviation (Aviation Supervision-Aerodromes) = 13 core units plus 5 Group A units plus 3 units from anywhere in this qualification
- Certificate IV in Aviation (Aviation Supervision-Cabin Crew) = 13 core units plus 5 Group B units plus 3 units from anywhere in this qualification
- Certificate IV in Aviation (Aviation Supervision-Ground Operations) = 13 core units plus 5 Group C units plus 3 units from anywhere in this qualification.

Up to 2 of the elective units may be selected, with appropriate contextualisation, from a qualification in this or any other endorsed Training Package, provided selected units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

| | |
|-----------|---|
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0029 | Implement threat and error management strategies |
| AVIF0035 | Manage human factors in aviation operations |
| AVIL0002 | Manage shifts, crewing and rostering activities in aviation |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| BSBLDR414 | Lead team effectiveness |
| BSBWHS411 | Implement and monitor WHS policies, procedures and programs |

| | |
|----------|--|
| TLIE4006 | Collect, analyse and present workplace data and information |
| TLIF0012 | Implement and coordinate accident-emergency procedures |
| TLIF4014 | Develop and maintain a safe workplace |
| TLIL4009 | Manage personal work priorities and professional development |
| TLIL4033 | Promote effective workplace practice |

Group A: Aerodromes

| | |
|----------|--|
| AVIB0002 | Inspect and report on aerodrome serviceability |
| AVIB0003 | Inspect and report on serviceability of aerodrome lighting systems |
| AVIB0004 | Inspect and report on obstacle limitation surfaces |
| AVIC0001 | Drive on the airside |
| AVIC4002 | Administer airside driving |
| AVIE0003 | Operate aeronautical radio |
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0043 | Apply relevant laws and regulations to the operation of an aerodrome |
| AVIF0045 | Facilitate the safety of aerodrome works and works site access |
| AVIF0046 | Facilitate an aerodrome emergency response |
| AVIL0006 | Assess pavement concessions |
| AVIW0023 | Implement wildlife hazard control measures |
| AVIW0033 | Coordinate the removal of disabled aircraft |
| TLIU4001 | Implement and monitor environmental protection policies and procedures |
| TLIU5006 | Conduct environmental audits |

Group B: Cabin Crew

| | |
|----------|--|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0034 | Apply aviation work health and safety procedures |

| | |
|----------|---|
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| AVIF4008 | Supervise cabin safety and security |
| AVII4013 | Supervise cabin operations |
| TLII4005 | Market services and products to clients |

Group C: Ground Operations

| | |
|----------|--|
| AVIC4002 | Administer airside driving |
| AVIE0003 | Operate aeronautical radio |
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0033 | Manage aircraft passengers and cargo |
| AVIF0034 | Apply aviation work health and safety procedures |
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| AVIJ0002 | Conduct quality control operations related to refuelling and defuelling aircraft |
| AVIL0005 | Plan an aircraft load |
| AVIL0006 | Assess pavement concessions |
| AVIW0033 | Coordinate the removal of disabled aircraft |
| TLIA0002 | Prepare cargo for export |
| TLIA0013 | Maintain container and freight records |
| TLIA2011 | Package goods |
| TLIA4005 | Check and evaluate records and documentation |
| TLIA4025 | Regulate temperature controlled stock |
| TLIA4031 | Consolidate freight |
| TLIA4032 | Organise transport of freight or goods |
| TLIA4033 | Organise international transport of freight |
| TLIC4006 | Drive multi-combination vehicle |

| | |
|----------|--|
| TLII4005 | Market services and products to clients |
| TLIL4010 | Assess and confirm customer transport requirements |
| TLIU4001 | Implement and monitor environmental protection policies and procedures |
| TLIU5006 | Conduct environmental audits |

General Elective Units

| | |
|-----------|--|
| AVIG2003 | Work in a socially diverse environment |
| AVII4015 | Monitor and enhance customer service excellence |
| AVIO0007 | Control access to and exit from a security sensitive area |
| AVIO0022 | Undertake response action to an emergency or security threat |
| AVIO4003 | Implement airside access |
| BSBAUD411 | Participate in quality audits |
| BSBHRM415 | Coordinate recruitment and onboarding |
| BSBLDR411 | Demonstrate leadership in the workplace |
| BSBOPS402 | Coordinate business operational plans |
| BSBLDR522 | Manage people performance |
| BSBPMG421 | Apply project time management techniques |
| BSBTWK502 | Manage team effectiveness |
| HLTAID011 | Provide First Aid |
| HLTAID014 | Provide advanced first aid |
| HLTAID015 | Provide advanced resuscitation and oxygen therapy |
| TLIE4013 | Apply workplace statistics |
| TLIF4064 | Manage fatigue management policy and procedures |
| TLIG4006 | Facilitate work teams |
| TLII4001 | Coordinate quality customer service |
| TLIJ5007 | Conduct internal quality audits |
| TLIL4005 | Apply conflict/grievance resolution strategies |

| | |
|----------|---|
| TLIL4032 | Implement equal employment equity strategies |
| TLIO0001 | Undertake emergency response action to a security threat |
| TLIP4001 | Develop plans to meet customer and organisation needs |
| TLIP4002 | Facilitate and capitalise on change in the workplace |
| TLIP4005 | Manage workplace information |
| TLIP4031 | Maintain customer credit accounts and services |
| TLIP5007 | Contribute to the development of a workplace learning environment |
| TLIR4001 | Monitor supplier performance |
| TLIR4002 | Source goods/services and evaluate contractors |
| TLIR4003 | Negotiate a contract |

Qualification Mapping Information

This qualification replaces and is not equivalent to AVI40219 Certificate IV in Aviation (Aviation Supervision).

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>

AVI40419 Certificate IV in Aviation (Remote Pilot-Beyond Visual Line of Sight)

Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification is relevant to individuals operating remotely piloted aircraft systems (RPAS) beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements and national operating standards.

Remote pilots operating at this level will apply advanced technical and non-technical knowledge and skills to demonstrate autonomy and judgement and will take limited responsibility in known and stable operational contexts within established regulatory parameters.

Licensing, legislative or certification requirements apply to this qualification at the time of publication. This qualification aligns to Remote Pilot Licensing requirements described in Civil Aviation Safety Regulation (CASR) Part 101 — Unmanned aircraft and rockets and Part 101 Manual of Standards.

Entry Requirements

Individuals undertaking this qualification must have the AVI30419 Certificate III in Aviation (Remote Pilot) or equivalent.

Packaging Rules

A total of **10 units** of competency comprising:

10 core units listed below

Core units

AVIE0004 Conduct radio procedures in an aviation operational environment

AVIE0002 Maintain airspace interactions in remote pilot aircraft systems
BVLOS operations

AVIF0016 Manage network data links

AVIF0017 Develop a risk management plan for beyond visual line of sight
operations

AVIF0018 Manage risks with unmanned aerial systems (UAS) beyond visual

| | |
|----------|--|
| | line of sight (BVLOS) |
| AVIF0019 | Implement complex human factors in remote pilot aircraft systems beyond visual line of sight (BVLOS) |
| AVIF0022 | Maintain work health and safety procedures in remote pilot aircraft systems |
| AVIW0001 | Operate and manage advanced remote pilot aircraft systems. |
| AVIW0002 | Manage multi-crew operation in beyond visual line of sight (BVLOS) operations |
| AVIW0005 | Determine meteorological factors for remote pilot aircraft operations |

Qualification Mapping Information

No equivalent qualification.

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>

AVI50115 Diploma of Aviation (Air Traffic Control)

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been modified in the Qualification Description.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This is a specialist qualification for Air Traffic Controllers in the Australian aviation industry. Graduates at this level will have technical and theoretical knowledge in aviation and air traffic control (ATC).

Graduates at this level will also have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:

- analyse information to complete a range of activities
- provide and transmit solutions to sometimes complex problems
- transmit information and skills to others
- support others to develop aviation and ATC skills.

Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

Work in civilian air traffic environments must be carried out in compliance with the relevant air traffic services Civil Aviation Safety Authority (CASA) regulatory requirements and national operating standards.

This qualification is aligned to the Civil Aviation Safety Regulations CASR Part 65 Manual of Standards (MOS) ATC licencing requirements. Personnel seeking certification as an Air Traffic Controller are to apply to CASA in accordance with existing licencing procedures.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Occupations include:

Aerodrome Controllers

Enroute Controllers

Approach Controllers.

Entry Requirements

Entrants to this qualification must possess the minimum entry requirements determined by CASA for ATC licencing purposes or Defence Air Traffic Controller entry standards.

Packaging Rules

A total of **7 units of competency** comprising:

6 core units listed below **plus**

1 general elective unit from the general elective units listed below.

Core units

AVIE5002 Apply air traffic control communication procedures and services

AVIF5003 Manage human performance and team resources during air traffic control operations

AVIF5013 Provide search and rescue alerting and emergency response

AVIW5013 Operate air traffic control equipment and workstations

AVIY5022 Manage traffic flow

AVIZ5049 Manage situational awareness in the air traffic control environment

General elective units

AVIY5048 Provide approach control services

AVIY5049 Provide area control services

AVIY5050 Provide aerodrome control services

Qualification Mapping Information

This qualification replaces and is equivalent to AVI50308 Diploma of Aviation (Air Traffic Control).

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVI50119 Diploma of Aviation (Aviation Management)

Modification History

Release 3. This is the third release of this qualification in the AVI Aviation Training Package.

Release 2. This is the second release of this qualification in the AVI Aviation Training Package.

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of aviation management personnel performing ground operations duties in support of commercial or Defence aviation flight operations.

Aviation management duties include applying technical and non-technical aviation skills and knowledge in support of a wide range of aerodrome and air transport operations, including passenger, charter, cargo, emergency service and government operations.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts within broad but established parameters.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states and territories. Compliance with these requirements may be required nationally and/or in various jurisdictions.

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

Occupations may include:

- Aerodrome Manager
- Aviation Manager
- Business Manager
- Operations Manager
- Safety Manager.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **24 units of competency** comprising:

10 core units listed below **plus**

14 general elective units from the general elective units listed below.

Up to 4 of the general elective units may be selected with appropriate contextualisation from a qualification in this or any other endorsed Training Package or accredited course, provided selected units contribute to the vocational outcome of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

| | |
|-----------|---|
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0028 | Manage aviation risk |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| BSBADM502 | Manage meetings |
| BSBAUD501 | Initiate a quality audit |
| BSBLDR511 | Develop and use emotional intelligence |
| BSBLDR502 | Lead and manage effective workplace relationships |
| BSBMGT517 | Manage operational plan |
| BSBWOR502 | Lead and manage team effectiveness |

General elective units

| | |
|-----------|--|
| AVIF0043 | Apply relevant laws and regulations to the operation of an aerodrome |
| AVIF0046 | Facilitate an aerodrome emergency response |
| AVIL0002 | Manage shifts, crewing and rostering activities in aviation |
| AVIO0007 | Control access to and exit from a security sensitive area |
| AVIO0022 | Undertake response action to an emergency or security threat |
| BSBAUD512 | Lead quality audits |
| BSBOPS505 | Manage organisational customer service |
| BSBHRM525 | Manage recruitment and onboarding |
| BSBHRM524 | Coordinate workforce plan implementation |
| BSBINS501 | Implement information and knowledge management systems |

| | |
|-----------|--|
| BSBSTR802 | Lead strategic planning processes for an organisation |
| BSBLDR522 | Manage people performance |
| BSBSTR502 | Facilitate continuous improvement |
| BSBMKG554 | Plan and develop public relations publications |
| BSBPRC502 | Manage supplier relationships |
| BSBSUS511 | Develop workplace policies and procedures for sustainability |
| BSBWHS521 | Ensure a safe workplace for a work area |
| BSBPEF501 | Manage personal and professional development |
| PSPGEN049 | Undertake negotiations |
| PSPPCM011 | Plan to manage a contract |
| PUACOM005 | Foster a positive organisational image in the community |
| PUACOM007 | Liaise with other organisations |
| PUAEMR008 | Contribute to an emergency risk management process |
| PUAEMR013 | Design emergency management exercises |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI50616 Diploma of Aviation (Aviation Management).

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>

AVI50219 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

Modification History

Release 2. Modifications have been made to:

- Unit AVIY0039 deleted due to zero enrolment
- Unit AVIY0038 deleted due to zero enrolment

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of flight crew personnel performing normal and emergency commercial pilot duties in support of commercial or Defence aviation flight operations.

Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

This qualification forms some of the requirements for certification as a commercial pilot by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

People seeking certification should check these requirements with CASA.

Occupations include:

- Commercial aeroplane pilot
- Military aeroplane pilot.

Entry Requirements

Commercial or military pilot entrants to this qualification should check requirements with CASA or Defence Aviation for specific pilot entry standards.

Packaging Rules

A total of **29 units of competency** comprising:

28 core units listed below **plus**

1 general elective unit from the general elective units listed below. The general elective unit must contribute to the vocational outcomes of the qualification.

Core units

| | |
|------------|---|
| AVIE0006 | Maintain aircraft radio communications |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0029 | Implement threat and error management strategies |
| AVIF0030 | Manage safe flight operations |
| AVIF0033 | Manage aircraft passengers and cargo |
| AVIF0035 | Manage human factors in aviation operations |
| AVIH0010 | Plan a flight under visual flight rules |
| AVIH0014 | Navigate aircraft under visual flight rules |
| AVILIC0003 | Licence to operate a commercial aeroplane |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| AVIW0029 | Manage pre- and post-flight actions |
| AVIW0032 | Operate and manage aircraft systems |
| AVIY0033 | Operate aircraft using aircraft flight instruments |
| AVIY0034 | Operate in controlled airspace |
| AVIY0035 | Operate in Class G airspace |
| AVIY0036 | Operate at non-towered aerodromes |
| AVIY0037 | Operate at a controlled aerodrome |
| AVIY0040 | Apply aeronautical knowledge to aviation operations |
| AVIY0041 | Apply the principles of civil air law to aviation operations |
| AVIY0046 | Execute advanced aeroplane manoeuvres and procedures |
| AVIY0047 | Manage abnormal aeroplane flight situations |
| AVIY0054 | Control aeroplane on the ground |
| AVIY0055 | Take off aeroplane |
| AVIY0056 | Control aeroplane in normal flight |

| | |
|----------|---|
| AVIY0057 | Land aeroplane |
| AVIY0058 | Manage aircraft fuel |
| AVIZ0006 | Manage situational awareness in aircraft flight |

General elective units

| | |
|----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIH0015 | Plan a flight under night visual flight rules |
| AVIH0016 | Navigate aircraft under night visual flight rules |
| AVIN0003 | Command an aircraft in a multi-crew environment |
| AVIN0004 | Supervise and manage safe flight operations as pilot in command |
| AVIW0026 | Conduct night vision imaging system operations |
| AVIY0073 | Operate aircraft in the traffic pattern at night |
| AVIZ0002 | Maintain and manage situational awareness as pilot in command |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane).

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>

AVI50319 Diploma of Aviation (Commercial Pilot Licence - Helicopter)

Modification History

Release 2. Modifications have been made to:

- Unit AVIY0039 deleted due to zero enrolment
- Unit AVIY0070 deleted due to zero enrolment
- Unit AVIY0071 deleted due to zero enrolment

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of flight crew personnel performing normal and emergency commercial pilot duties in support of commercial or Defence aviation flight operations.

Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

This qualification forms some of the requirements for certification as a commercial pilot by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

People seeking certification should check these requirements with CASA.

Occupations include:

- Commercial helicopter pilot
- Military helicopter pilot.

Entry Requirements

Commercial or military pilot entrants to this qualification should check requirements with CASA or Defence Aviation for specific pilot entry standards.

Packaging Rules

A total of **29 units of competency** comprising:

28 core units listed below **plus**

1 general elective unit from the general elective units listed below. The general elective unit must contribute to the vocational outcomes of the qualification.

Core units

| | |
|------------|---|
| AVIE0006 | Maintain aircraft radio communications |
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0029 | Implement threat and error management strategies |
| AVIF0030 | Manage safe flight operations |
| AVIF0033 | Manage aircraft passengers and cargo |
| AVIF0035 | Manage human factors in aviation operations |
| AVIH0010 | Plan a flight under visual flight rules |
| AVIH0014 | Navigate aircraft under visual flight rules |
| AVILIC0004 | Licence to operate a commercial helicopter |
| AVIO0017 | Manage disruptive behaviour and unlawful interference with aviation |
| AVIW0029 | Manage pre- and post-flight actions |
| AVIW0032 | Operate and manage aircraft systems |
| AVIY0034 | Operate in controlled airspace |
| AVIY0035 | Operate in Class G airspace |
| AVIY0036 | Operate at non-towered aerodromes |
| AVIY0037 | Operate at a controlled aerodrome |
| AVIY0040 | Apply aeronautical knowledge to aviation operations |
| AVIY0041 | Apply the principles of civil air law to aviation operations |
| AVIY0048 | Taxi helicopter |
| AVIY0058 | Manage aircraft fuel |
| AVIY0059 | Control helicopter on the ground |
| AVIY0060 | Control helicopter in hovering flight |
| AVIY0061 | Take off helicopter and approach to hover |
| AVIY0062 | Control helicopter in normal flight |

| | |
|----------|--|
| AVIY0063 | Execute advanced helicopter manoeuvres and procedures |
| AVIY0064 | Manage abnormal and emergency helicopter flight situations |
| AVIZ0006 | Manage situational awareness in aircraft flight |

General elective units

| | |
|-----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIF0038 | Undertake aircraft underwater escape and survival |
| AVIH0015 | Plan a flight under night visual flight rules |
| AVIH0016 | Navigate aircraft under night visual flight rules |
| AVIN0003 | Command an aircraft in a multi-crew environment |
| AVIN0004 | Supervise and manage safe flight operations as pilot in command |
| AVIW0026 | Conduct night vision imaging system operations |
| AVIY0033 | Operate aircraft using aircraft flight instruments |
| AVIY0049 | Operate helicopter at low level |
| AVIY0069 | Pilot a helicopter during external load operations |
| AVIY0073 | Operate aircraft in the traffic pattern at night |
| AVIZ0002 | Maintain and manage situational awareness as pilot in command |
| HLTAID002 | Provide basic emergency life support |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI50315 Diploma of Aviation (Commercial Pilot Licence – Helicopter).

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>

AVI50419 Diploma of Aviation (Flight Instructor)

Modification History

Release 2. Modifications have been made to:

- Unit AVIM0007 deleted due to zero enrol

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of individuals delivering training and assessment services usually within aviation Registered Training Organisations (RTOs) or flight training organisations.

This qualification is also suitable preparation for those engaged in the delivery of training and assessment of competence in an aviation workplace context, as a component of a structured vocational education and training (VET) program.

Flight instruction duties include applying technical and non-technical aviation and vocational skills and knowledge to a wide range of learners, operating conditions and aviation environments.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts within broad but established parameters.

This qualification forms some of the requirements for certification as a flight instructor by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

People seeking certification should check these requirements with CASA.

Occupations include:

- Flight Instructor – Grade 3
- Flight Instructor – Grade 2
- Qualified Flying Instructor - Military

Entry Requirements

Commercial or military pilot entrants to this qualification should check requirements with CASA or Defence Aviation for certification and/or flight hour requirements or be able to demonstrate equivalent competence.

Packaging Rules

A total of **17 units of competency** comprising:

12 core units listed below **plus**

5 general elective units from the general elective units listed below.

Selection of elective units for use within an RTO must be consistent with these packaging rules and mandatory requirements of the Standards for Registered Training Organisations.

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

| | |
|-----------|---|
| AVIM0003 | Conduct aeronautical knowledge training and flight training |
| AVIM0004 | Conduct training for the issue of an endorsement |
| AVIM0005 | Facilitate non-technical skills instruction |
| TAEASS401 | Plan assessment activities and processes |
| TAEASS402 | Assess competence |
| TAEASS403 | Participate in assessment validation |
| TAEASS502 | Design and develop assessment tools |
| TAEDEL401 | Plan, organise and deliver group-based learning |
| TAEDEL402 | Plan, organise and facilitate learning in the workplace |
| TAEDES401 | Design and develop learning programs |
| TAEDES402 | Use training packages and accredited courses to meet client needs |
| TAELLN411 | Address adult language, literacy and numeracy skills |

General elective units

| | |
|-----------|--|
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIM0008 | Operate a simulator |
| AVIM0009 | Facilitate training in a synthetic environment |
| AVIM0010 | Conduct flight review |
| BSBAUD402 | Participate in a quality audit |

| | |
|-----------|--|
| BSBCMM401 | Make a presentation |
| BSBLED401 | Develop teams and individuals |
| BSBMKG413 | Promote products and services |
| BSBREL402 | Build client relationships and business networks |
| BSBRES411 | Analyse and present research information |
| TAEASS301 | Contribute to assessment |
| TAEDEL301 | Provide work skill instruction |
| TAEDEL403 | Coordinate and facilitate distance-based learning |
| TAEDEL404 | Mentor in the workplace |
| TAEDEL501 | Facilitate e-learning |
| TAELLN412 | Access resources and support to address foundation skills in vocational practice |
| TAELLN413 | Integrate foundation skills into vocational training delivery |
| TAETAS401 | Maintain training and assessment information |
| TLIL4005 | Apply conflict/grievance resolution strategies |

Qualification Mapping Information

This qualification replaces and is **not** equivalent to AVI50516 Diploma of Aviation (Flight Instructor).

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>

AVI50519 Diploma of Aviation (Instrument Rating)

Modification History

Release 2. Modifications have been made to:

- Unit AVIY0082 due to zero enrolments

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

This qualification reflects the roles of flight crew personnel operating in support of commercial or Defence aviation flight operations.

Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations while operating aeroplanes or helicopters under the instrument flight rules (IFR).

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts within broad but established parameters.

This qualification forms some of the requirements for an instrument rating certification by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

People seeking certification should check these requirements with CASA.

Occupations include:

- Commercial Aeroplane Pilot
- Commercial Helicopter Pilot
- Military Aeroplane Pilot
- Military Helicopter Pilot

Entry Requirements

Commercial or military pilot entrants to this qualification should check requirements with CASA or Defence Aviation for certification and/or flight hour requirements.

Packaging Rules

A total of **14 units of competency** comprising:

13 core units listed below **plus**

1 specialist elective unit from the specialist elective units listed below. The specialist elective

unit must contribute to the vocational outcomes of the qualification.

Core units

| | |
|----------|---|
| AVIF0029 | Implement threat and error management strategies |
| AVIF0030 | Manage safe flight operations |
| AVIH0013 | Plan a flight under instrument flight rules |
| AVIH0017 | Navigate aircraft under instrument flight rules |
| AVIW0032 | Operate and manage aircraft systems |
| AVIY0033 | Operate aircraft using aircraft flight instruments |
| AVIY0044 | Conduct a 2D instrument approach |
| AVIY0050 | Perform instrument arrival and standard arrival route procedures |
| AVIY0073 | Operate aircraft in the traffic pattern at night |
| AVIY0074 | Perform non-published instrument departure procedures |
| AVIY0075 | Perform published instrument departure procedures |
| AVIY0076 | Perform visual circling approach |
| AVIY0081 | Conduct a 2D global navigation satellite system non-precision instrument approach |

Specialist elective units

| | |
|----------|--|
| AVIH0015 | Plan a flight under night visual flight rules |
| AVIH0016 | Navigate aircraft under night visual flight rules |
| AVIY0045 | Conduct a 3D instrument approach |
| AVIY0072 | Operate a multi-engine aeroplane |
| AVIY0077 | Conduct a 2D non-directional beacon instrument approach |
| AVIY0078 | Conduct a 2D very high frequency omni-directional radio range instrument approach |
| AVIY0079 | Conduct a 3D instrument landing system instrument approach |
| AVIY0080 | Conduct a 2D distance measuring equipment global navigation satellite system instrument approach |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI50415 Diploma of Aviation (Instrument Rating).

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>

AVI60219 Advanced Diploma of Aviation (Pilot in Command)

Modification History

Release 1. This is the first release of this qualification in the AVI Aviation Training Package.

Qualification Description

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in contexts that are subject to change, and within broad parameters to provide specialist advice and functions.

This qualification forms some of the requirements for certification as an Air Transport Pilot and Pilot in Command by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

People seeking certification should check these requirements with CASA.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Occupations may include:

- Air Transport Pilot – Aeroplane
- Air Transport Pilot – Helicopter
- Military Pilot – Aeroplane
- Military Pilot – Helicopter
- Pilot in Command – Aeroplane
- Pilot in Command – Helicopter.

Entry Requirements

Commercial or military pilot entrants to this qualification should check requirements with CASA or Defence Aviation for certification and/or flight hour requirements, or be able to demonstrate equivalent competence.

Packaging Rules

A total of **8 units of competency** comprising:

8 core units listed below

Core units

AVIF0028 Manage aviation risk

| | |
|----------|---|
| AVIF0031 | Manage threats and errors as pilot in command |
| AVIF0032 | Manage human factors as pilot in command |
| AVIH0009 | Manage aircraft flight planning and performance as pilot in command |
| AVIN0003 | Command an aircraft in a multi-crew environment |
| AVIN0004 | Supervise and manage safe flight operations as pilot in command |
| AVIO0016 | Manage security procedures as pilot in command |
| AVIZ0002 | Maintain and manage situational awareness as pilot in command |

Qualification Mapping Information

This qualification replaces and is equivalent to AVI60216 Advanced Diploma of Aviation (Pilot in Command).

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>

AVIB0001 Manage and carry out pre- and post-flight cabin checks

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 and carry out pre- and post-flight cabin safety checks in compliance with relevant regulatory requirements and national operating standards.

It includes carrying out pre-flight safety and security checks, preparing aircraft cabin for service, carrying out post-flight checks and carrying out administrative procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew skills 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.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

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 Carry out pre-flight safety and security checks | <p>1.1 Pre-flight cabin safety and security checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>1.2 Appropriate action is taken to promptly address identified problems related to aircraft safety or security and/or to report these problems to relevant personnel in accordance with regulatory requirements and workplace procedures</p> <p>1.3 Crew resource management (CRM) principles are applied to establish and maintain awareness of the impact of time and/or commercial pressure on safety-sensitive tasks</p> <p>1.4 Tasks are prioritised during pre-flight checks to ensure critical safety tasks are addressed prior to service checks</p> <p>1.5 Appropriate action is taken in accordance with workplace procedures to report or rectify situations where cabin safety resources are faulty or inadequate in accordance with regulatory requirements and workplace procedures</p> |
| 2 Prepare aircraft cabin for service | <p>2.1 Preparation of cabin for passenger arrival is conducted in accordance with workplace procedures</p> <p>2.2 Pre-flight cabin service checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>2.3 Cabin resources are accessed to replenish depleted stocks as required</p> <p>2.4 Cabin configuration faults are reported/rectified in accordance with workplace procedures</p> |
| 3 Carry out post-flight checks | <p>3.1 Post-flight cabin safety, security and service checks are carried out in accordance with regulatory requirements and workplace procedures</p> <p>3.2 Aircraft cabin and systems are inspected for serviceability and depleted stocks are identified and reported in accordance with workplace procedures</p> |
| 4 Carry out administrative | 4.1 Workplace administrative procedures concerning cabin |

procedures

safety, security and service checks, and related action are identified and interpreted

- 4.2 Administrative procedures are implemented in accordance with regulatory requirements and workplace procedures
- 4.3 All required pre- and post-flight cabin safety, security and service checking documentation is completed in accordance with regulatory requirements and workplace 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 AVIB3004 Manage and carry out pre- and post-flight cabin checks.

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>

Assessment Requirements for AVIB0001 Manage and carry out pre- and post-flight cabin checks

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- conducting pre- and post-flight cabin safety and security checks, including:
 - safety resources, cabin equipment and first aid equipment
 - security of aircraft cabin
 - aircraft safety and emergency equipment
 - cabin facilities
 - passenger support resources
 - seating and passenger restraints
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- reporting difficulties in preparing a cabin
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards

- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- action to be taken during pre- and post-flight cabin checks in response to senior aircrew instructions
- airline administrative procedures
- airline procedures and standards for managing and conducting pre- and post-flight cabin service checks on aircraft
- cabin safety resources for various types of aircraft
- cabin service features and amenities for various types of aircraft
- crew resource management (CRM) and human factors (HF) principles
- problems that may occur when managing and conducting pre- and post-flight cabin checks and action that should be taken in each case
- regulatory requirements and airline procedures and standards for managing and conducting pre- and post-flight cabin safety and security checks on aircraft
- regulatory requirements concerning passenger and aircraft safety and security
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS security hygiene and environmental procedures/regulations
- risks that exist when conducting pre- and post-flight cabin checks and related risk control procedures and precautions.

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

- relevant materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIB0002 Inspect and report on aerodrome serviceability

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 inspect and report on aerodrome serviceability in compliance with the relevant regulatory requirements and national standards.

It includes performing an aerodrome inspection, reporting hazardous situations, facilitating repairs and reporting the ongoing serviceability or restoration of aerodrome serviceability.

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

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Inspect aerodrome serviceability**
 - 1.1 Access to aerodrome is arranged with appropriate authorities
 - 1.2 Aerodrome is inspected for hazards and serviceability
 - 1.3 Situations resulting in unserviceability of aerodrome are identified in accordance with workplace procedures
 - 1.4 Hazardous situations or unserviceability are rectified or made safe, as required, in accordance with workplace procedures and regulatory requirements
- 2 Report unserviceable and hazardous situations**
 - 2.1 Requirements for official notification of hazardous situations, unserviceability and defects are assessed
 - 2.2 Relevant authorities or organisations are notified of hazardous situations, unserviceability and defects in accordance with workplace procedures and regulatory requirements
 - 2.3 Hazard reports and documentation are completed, filed and disseminated in accordance with workplace procedures
- 3 Facilitate repairs**
 - 3.1 Hazardous situations, unserviceability and defects are rectified in accordance with workplace procedures and regulatory requirements with minimal disruption to aircraft operations
 - 3.2 Relevant authorities and organisations are notified of works that may disrupt aircraft operations in accordance with workplace procedures and regulatory requirements
 - 3.3 Temporary markers, markings and/or temporary aerodrome lighting are deployed, as required, to facilitate repairs
- 4 Report restoration of aerodrome serviceability**
 - 4.1 Restoration of aerodrome serviceability is confirmed in accordance with workplace procedures and regulatory requirements
 - 4.2 Temporary markers, markings and/or temporary aerodrome lighting used to facilitate repairs are removed
 - 4.3 Relevant authorities are notified of restoration of aerodrome serviceability 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIB3005 Inspect and report on aerodrome serviceability

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>

Assessment Requirements for AVIB0002 Inspect and report on aerodrome serviceability

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- applying relevant systems (such as aerodrome safety management system [SMS]) and procedures to assess and/or mitigate risk that might arise during inspecting and reporting on aerodrome serviceability
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using equipment required to conduct an inspection and report on aerodrome serviceability
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities according to workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, signs, information and Manual of Standards (MOS)
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- conducting aerodrome hazard and serviceability inspections, including:
 - animal and bird hazards, and objects becoming hazards within obstacle limitation areas
 - movement areas:
 - apron
 - clearway

- runway and runway strip
- runway end safety area (RESA)
- taxiway and taxiway strip
- initiating procedural repairs or dealing with hazards and/or unserviceabilities, including:
 - accessing current weather information and public/aviation forecasts for the worksite
 - closing aerodrome to all air traffic
 - contacting aerodrome users
 - dealing with the hazard
 - ensuring lighting required to carry out works does not represent a hazard to aircraft operations
 - extinguishing lighting to hazardous section of the movement area
 - notifying appropriate aerodrome maintenance personnel or contractors
 - marking unserviceable area
 - partial closure of the movement area
 - reporting by a Notice to Airmen (NOTAM)
 - serviceability inspection following repairs/rectification
 - undertaking repairs
- reporting of hazardous situations requiring aerodrome works, including:
 - changes to temporary or permanent published aerodrome information
 - circuit failure
 - failure of:
 - aerodrome beacon
 - lighting to the wind indicator
 - obstacle lights
 - pilot activated lighting (PAL)
 - hazardous situations resulting in some or all of aerodrome becoming unserviceable
 - partial lighting failures (such as described in MOS Part 139 – Aerodromes)
 - power supply failure
 - restoration of aerodrome serviceability
 - general aerodrome lighting facilities - apron lighting, runway lighting etc.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- aircraft schedules and their use in inspecting and reporting on aerodrome serviceability
- different operating conditions:
 - all weather conditions

- day and night
- various forms of transport, such as vehicle and other motorised/towed equipment
- variety of terrain conditions
- equipment used when inspecting and reporting on aerodrome serviceability
- functions of an Aerodrome Reporting Officer (ARO) and a Works Safety Officer (WSO) as defined in MOS Part 139 – Aerodromes
- navigational aids
- operation of airband radio equipment as used to communicate with air traffic control (ATC) and/or pilots
- problems, safety hazards and risks that exist when inspecting an aerodrome and related assessment/management measures that may need to be taken
- hazardous situations leading to aerodrome unserviceability
- procedures for servicing and minor maintenance of equipment used when inspecting and reporting on aerodrome serviceability
- purpose and application of:
 - aerodrome markers, markings and temporary lighting
 - method of working plan (MOWP)
- radio frequencies applicable to the aerodrome:
 - automatic terminal information services (ATIS)
 - common traffic advisory frequency (CTAF)
 - other air traffic agencies (such as ATC or flight information region [FIR])
 - aerodrome weather information broadcast (AWIB)
- relevant obstacle limitation surfaces (OLS) surfaces
- relevant information and documents:
 - aerodrome emergency plan (AEP) and procedures to be followed for each aerodrome emergency
 - aerodrome SMS and safety/security policies and principles of risk assessment and risk management
 - aerodrome drug and alcohol management plan (DAMP)
 - aerodrome manual
 - aeronautical information publication (AIP)
 - AIP – En Route Supplement Australia (ERSA)
 - airline timetables
 - airside driver's handbook and/or airside driving requirements for the aerodrome
 - Civil Aviation Safety Regulations (CASRs)
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - induction and training materials
 - logbooks
 - MOS Part 139 – Aerodromes
 - manufacturer specifications for equipment used when inspecting and reporting on

- aerodromes
 - NOTAM
 - operational checklists
 - plans and maps
 - relevant forms and databases
 - wildlife hazard management plan
 - workplace procedures
- relevant legislative and regulatory requirements relating to inspecting and reporting on the serviceability of an aerodrome as identified in:
 - CASRs and MOS Part 139 – Aerodromes
 - environmental sustainability
 - standards and recommended practices (SARPs) of the International Civil Aviation Organization (ICAO)
 - workplace relations
 - WHS and environmental procedures and regulations, including DAMP
- reporting procedures
- requirements for completing relevant documentation and/or incident reporting
- safety distances required from an aircraft wingtip to objects, including other aircraft:
 - unserviceability markers/markings
 - displaced threshold markers
 - dumbbell markers
 - signal circle markers
 - unserviceability lighting
 - unserviceability cross markers
 - unserviceability cones
- temporary aerodrome lighting
- vehicle or other mobile obstacle markings and equipment:
 - company logo/identification
 - orange or yellow painting or distinctive marking (of vehicles regularly used on movement area)
 - warning lights (orange/amber/yellow) mounted to be visible through 360 degrees
- weather information and implications for workplace operations
- workplace procedures for inspecting and reporting on aerodrome serviceability.

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 other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulated assessment.

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>

AVIB0003 Inspect and report on serviceability of aerodrome lighting systems

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 inspect and report on serviceability of aerodrome lighting systems in compliance with relevant regulatory requirements and national standards.

It includes inspecting and reporting faults in aerodrome lighting, making identified unserviceable condition/s safe, and confirming and reporting the return of aerodrome lighting to serviceable condition.

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

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

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 Inspect aerodrome lighting serviceability

- 1.1** Access to aerodrome is arranged with appropriate authorities
- 1.2** Lighting systems are prepared for serviceability inspection
- 1.3** Lighting systems are inspected for serviceability, and faults or hazardous situations that may affect aircraft safety are identified
- 1.4** Hazardous situation created by faulty lighting system/s is rectified or made safe, as required, in accordance with workplace procedures and regulatory requirements

2 Report faults in aerodrome lighting

- 2.1** Requirement for official notification of lighting faults is assessed
- 2.2** Suitably qualified aerodrome staff or electrical contractors are contacted for repairs as required
- 2.3** Relevant authorities or organisations are notified of damage to aerodrome lighting, switching mechanisms and circuits in accordance with workplace procedures and regulatory requirements

3 Make unserviceable conditions safe

- 3.1** Faulty lights are replaced or repaired in accordance with workplace procedures and regulatory requirements with minimal disruption to aircraft movements
- 3.2** Relevant authorities or organisations are notified of works that may disrupt aerodrome operations in accordance with workplace procedures and regulatory requirements
- 3.3** Temporary lighting is installed as required

4 Report return of aerodrome lighting to serviceable condition

- 4.1** Restored aerodrome lighting systems are inspected and confirmed for serviceability
- 4.2** Temporary lighting is removed
- 4.3** Relevant authorities or organisations are notified of

restoration of lighting serviceability 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIB3006 Inspect and report on serviceability of aerodrome lighting systems.

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>

Assessment Requirements for AVIB0003 Inspect and report on serviceability of aerodrome lighting systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- applying relevant systems (such as safety management systems [SMS]) and procedures to assess and/or mitigate risk that might arise during inspecting and reporting on serviceability of aerodrome lighting systems
- communicating effectively with others when inspecting and reporting on serviceability of aerodrome lighting systems
- completing documentation related to inspecting and reporting on serviceability of aerodrome lighting systems
- identifying and correctly using equipment required to inspect and report on serviceability of aerodrome lighting systems
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities in accordance with workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocols
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting faults in aerodrome lighting
- initiating procedural repairs or hazard removal, including:
 - notifying appropriate aerodrome lighting personnel or electrical contractors
 - notifying relevant aerodrome personnel
 - removing hazard/s
 - serviceability inspection (following repairs)
 - undertaking repairs
- working collaboratively with others

- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- aircraft schedules and their use in inspecting and reporting on serviceability of aerodrome lighting systems
- aerodrome movement area facilities, including:
 - apron
 - clearway
 - markers, markings and aerodrome lighting
 - runway and runway strip
 - runway end safety area (RESA)
 - taxiway and taxiway strip
- workplace procedures for making a lighting problem safe, including:
 - closing movement area (aerodrome closure)
 - contacting aerodrome user
 - partial closure of movement area
- allowable minor repairs under electrical codes and workplace procedures, and arrangements for engaging a qualified electrician to carry out repairs
- basic features and characteristics of aerodrome lighting systems
- different operating conditions:
 - all weather conditions
 - day and night
 - variety of terrain conditions
- various forms of transport, such as vehicle and other motorised/towed equipment
- effects on serviceability of aerodrome caused by lighting faults
- equipment used in inspecting and reporting on serviceability of aerodrome lighting systems
- faults in aerodrome lighting including:
 - changes to temporary or permanent published aerodrome information
 - electrical circuit failure
 - failure of:
 - aerodrome beacon
 - wind indicator lighting
 - obstruction lights
 - pilot activated lighting (PAL)
- hazardous situations resulting in some or all of the aerodrome lighting becoming unserviceable

- partial lighting failures
- power supply failure
- restoration of aerodrome serviceability
- operation of airband radio equipment as used to communicate with air traffic control (ATC) and/or pilots
- orange or yellow painting or distinctive marking of vehicles regularly used on movement area
- permanent aerodrome lighting facilities
- temporary lighting, including:
 - battery-powered lights
 - hard-wired portable lights
 - kerosene flares
 - solar-powered lights
 - vehicle lighting.
- aerodrome beacon
- approach lighting
- apron:
 - edge lights
 - flooding lights
 - illuminated wind indicators
 - obstacle lighting
 - pilot activated lighting (PAL)
 - precision approach path indicator (PAPI)/visual approach slope indicator system (VASIS)
- runway:
 - end identification lights
 - end lights
 - edge lights
 - threshold lights
 - centre line lighting
 - touch down zone lighting
 - high intensity and approach lighting
 - stop bar lighting
 - runway guard lighting
 - movement area guidance sign lighting
 - threshold identification lights
- standby power
- taxiway:
 - centreline lights
 - edge lights
 - movement area guidance sign lighting

- obstacle lighting
- problems, safety hazards and risks that exist when inspecting serviceability of aerodrome lighting systems and related assessment/management measures that may need to be taken into account
- procedures for servicing and minor maintenance of equipment used in inspecting and reporting serviceability of aerodrome lighting systems
- purpose and application of aerodrome markers, markings and temporary lighting
- radio frequencies applicable to the aerodrome
- relevant information/documents:
 - aerodrome emergency plan (AEP) and procedures to be followed for each aerodrome emergency
 - aerodrome manual
 - aerodrome SMS and safety/security policies and principles of risk assessment and risk management
 - aeronautical information publication (AIP)
 - AIP – En Route Supplement Australia (ERSA)
 - equipment manufacturer specifications for inspecting and reporting on aerodrome lighting systems
- documentation related to inspecting and reporting on serviceability of aerodrome lighting systems
- Manual of Standards (MOS) Part 139 – Aerodromes
- Civil Aviation Safety Regulations 1998 – Volume 4
- operational checklists
- plans and maps
- relevant legislative and regulatory requirements relating to inspecting and reporting on aerodrome lighting systems
- reporting procedures
- requirements for completing relevant documentation and/or incident reporting
- weather information and implications for workplace operations
- workplace procedures for inspecting and reporting on serviceability of aerodrome lighting systems
- acceptable outages to lighting
- awareness of hazardous lighting to aviation operations.

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
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIB0004 Inspect and report on obstacle limitation surfaces

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 inspect and report on obstacle limitation surfaces (OLS) in compliance with relevant regulatory requirements and national operating standards.

It includes performing a visual inspection of OLS, reporting obstacles in OLS and reporting the return of an aerodrome to the previous status.

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

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Perform a visual inspection of OLS

- 1.1** OLS are inspected visually and existing approved obstacles inspected for compliance with their approval and objects or structures that have or may become obstacles are identified
- 1.2** Obstacles in OLS are removed in accordance with workplace procedures
- 1.3** Where an obstacle cannot be removed, a determination for reporting, marking or lighting the obstacle is made in accordance with workplace procedures
- 1.4** Approved obstacles are inspected visually and checked for compliance in accordance with regulatory requirements

2 Report obstacles in OLS

- 2.1** Where an obstacle cannot be removed, information required for calculating declared distances and supplementary take off distances is collated in accordance with workplace procedures
- 2.2** All relevant authorities or organisations are notified of the status of obstacles, including breaches of approvals, if obstacles can't be removed and, where required, declared distances for obstacles
- 2.3** All relevant authorities or organisations are notified of appropriate marking and lighting requirements using suitable means of communication in accordance with regulatory requirements and approvals
- 2.4** All relevant authorities or organisations are notified of illegal unmanned aerial vehicle (UAV) operations in air space surrounding aerodrome using suitable means of communication

3 Report return of aerodrome to previous status

- 3.1** OLS are inspected visually to confirm removal of temporary obstacles
- 3.2** Relevant authorities or organisations are notified of removal of temporary obstacles using suitable means of communication
- 3.3** Newly approved permanent obstacle/s are added to monitoring schedule in accordance with regulatory requirements and 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIB3007 Inspect and report on obstacle limitation surfaces.

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>

Assessment Requirements for AVIB0004 Inspect and report on obstacle limitation surfaces

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- applying relevant systems (such as aerodrome safety management system [SMS]) and procedures to assess and/or mitigate risk
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using equipment required to inspect and report on the obstacle limitation surfaces (OLS)
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities in accordance with contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes

- aircraft schedules and their use in inspecting and reporting on OLS
- declared distances, including:
 - accelerate stop distance available (ASDA)
 - end of take-off distance available (TODA) gradient
 - landing distance available (LDA)
 - supplementary take-off distances available (STODA) and associated gradients
 - TODA
 - take-off run available (TORA)
- different conditions for OLS inspections:
 - all weather conditions
 - day and night
 - various forms of transport, such as vehicle and other motorised/towed equipment
 - variety of terrain conditions
- suitable means of reporting, including:
 - method of working plan (MOWP)
 - Notice to Airmen (NOTAM)
 - verbal communications
 - written communication via fax and/or email
- effects on the usability of the aerodrome caused by obstacles
- function of an Aerodrome Reporting Officer (ARO) or a Works Safety Officer (WSO) as defined in the Manual of Standards (MOS) Part 139 – Aerodromes
- operation of airband radio equipment as used to communicate with air traffic control (ATC) and/or pilots
- people to notify about OLS inspection and reporting:
 - relevant government authorities
 - aerodrome tenants/users
 - airline personnel and managers
 - ATC
 - contractors
 - emergency services personnel
 - other aerodrome/workplace personnel and managers
 - relevant technical staff
 - safety personnel
 - security personnel
- principles of shielding
- displaced thresholds or situations which may constitute the need for a displaced threshold
- problems, safety hazards and risks that exist when inspecting and reporting on OLS and related risk assessment/management measures that may need to be taken
- relevant equipment used in inspecting and reporting on OLS:
 - computer

- lights
- radio/s
- serviceability markers and cones (displaced threshold markers, dumb bell markers, glider markers, signal circle markers, unserviceability cones, unserviceability cross markers and work limit markers)
- telephone
- vehicle siren/loud speaker
- vehicle with flashing light
- reporting procedures
- relevant information/documents:
 - aerodrome drug and alcohol management plan (DAMP)
 - aerodrome manual
 - aerodrome SMS, and safety/security policies and principles of risk assessment and risk management
 - aerodrome operating procedures
 - aeronautical information publication (AIP)
 - AIP – En Route Supplement Australia (ERSA)
 - airport legislation and airport (protection of airspace) regulations
 - airline timetables
 - airside driver’s handbook and/or airside driving requirements for the aerodrome
 - Civil Aviation Safety Regulations (CASRs)
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - equipment manufacturer specifications for inspecting and reporting on OLS
 - induction and training material
 - MOS Part 139 – Aerodromes
 - NOTAM
 - plans and maps
 - workplace procedures for inspecting and reporting on OLS
- relevant legislative and regulatory requirements relating to inspecting and reporting on OLS as identified in:
 - CASRs and MOS Part 139 – Aerodromes
 - Defence Orders and Instructions
 - standards and recommended practices (SARPs) of the International Civil Aviation Organization (ICAO)
 - workplace relations
- reporting procedures
- relevant authorities for accessing and reporting purposes, including:
 - aerodrome:
 - operator or delegated person
 - users

- ATC
- Australian Defence Force (ADF) aerodrome operators
- Civil Aviation Safety Authority (CASA)
- NOTAM office (i.e. Airservices Australia)
- requirements for completing relevant documentation and/or incident reporting
- surfaces which comprise OLS, including:
 - approach and take-off surfaces
 - baulked landing surfaces
 - conical surface
 - inner approach surface
 - inner horizontal surface
 - inner transitional surface
 - outer horizontal surface
 - transitional surface
- weather information and its implications for workplace operations
- workplace procedure for inspecting and reporting on OLS.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIC0001 Drive on the airside

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 drive on the airside within Australian aviation environments in controlled and uncontrolled aerodromes in compliance with relevant regulatory requirements and national operating standards.

It includes driving on the airside and driving safely on the airside.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to vehicle operating 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.

Pre-requisite Unit

Not applicable.

Competency Field

C – Driving Vehicle

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--------------------------------------|---|
| 1 Drive on the airside | 1.1 Vehicle airside requirements are complied with, including vehicle condition, lighting and licences |
| | 1.2 Driving is conducted in accordance with airside driving rules and regulatory requirements, including a manoeuvring area, as required |
| | 1.3 Airport markings, markers, signs and signals are correctly interpreted and followed |
| | 1.4 Listening watch is maintained in accordance with workplace procedures |
| 2 Drive safely on the airside | 2.1 Risks and hazards associated with driving airside are identified and managed |
| | 2.2 Breaches of airside driving rules are logged and reported |
| | 2.3 Airside driving incidents, including runway incursions, are reported as required |

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 AVIC2001 Drive on the airside.

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>

Assessment Requirements for AVIC0001 Drive on the airside

Modification History

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 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 precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using required equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

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:

- airside access requirements
- airside driving requirements for specified aerodrome
- circumstances where airside driving is not permitted
- emergency procedures
- procedures for managing and controlling hazardous situations when carrying out work

activities

- procedures for operating electronic communications equipment
- relevant WHS and environmental procedures and Manual of Standards (MOS) regulations
- requirements for completing relevant documentation
- safe operating systems for vehicle being driven airside
- SOPs for driving airside, including:
 - orange or yellow painting or distinctive marking and visible warning lights through 360 degrees (of vehicles regularly used on movement area)
 - vehicle or other mobile obstacle markings and equipment.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIC4002 Administer airside driving

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 administer airside driving, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes testing applicants to drive airside, administering and issuing vehicle permits, and investigating airside driving incidents.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to administrative 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

C – Driving Vehicle

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Test applicants to drive airside

2 Administer and issue vehicle permits

3 Investigate airside driving incidents

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Airside driving tests are administered and results are recorded in accordance with established procedures

1.2 Documentation is issued to appropriate authorities as required and recorded

2.1 Permit is issued in accordance with aerodrome procedures

2.2 Conditions of use of permit are explained to applicant

3.1 Reports on incidents and accidents are prepared and appropriate safety management is actioned

3.2 Airside driving procedures and rules are reviewed

3.3 Recommendations for safety improvements are made to aerodrome management

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 AVIC4002A Administer airside driving.

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>

Assessment Requirements for AVIC4002 Administer airside driving

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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- investigating airside driving incidents
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- testing and administering airside driving applicants
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others, or damage to goods or equipment.

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:

- braking and safety system procedures
- cleaning requirements
- communications equipment checks
- controls, instruments and indicators and their purpose, location and use
- emergency procedures
- external features of equipment that must be checked during a pre-operational visual inspection
- fuel tank capacity and range
- functions of all supervisory indicators and controls and related checks for correct operation
- functions of ancillary systems and related checks for correct operation
- lubrication requirements
- Part 139 Manual of Standards - Aerodromes
- operating controls
- operating procedures
- pre-operational checks
- principles, purpose and location of controls, monitoring devices and systems
- procedures for adjusting controls to optimise equipment operation
- procedures for checking fluid levels and carrying out lubrication processes
- procedures for identifying equipment defects and assessing for appropriate action
- procedures for managing and controlling hazardous situations when carrying out work activities
- procedures for operating electronic communications equipment
- procedures for servicing and minor maintenance
- procedures for starting and operating ancillary systems
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- relevant sections of state/territory and national legislation, operating standards and codes of practice
- relevant WHS/OHS and environmental procedures and regulations
- relevant licensing authority licence requirements
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant sections of the current Transport Safety Investigation Act for reporting transport safety matters
- requirements for completing relevant documentation
- sources of information on differences in equipment and related standard operating and servicing procedures
- start-up procedures
- steps involved in planning work activities
- typical defects that can occur and related action that should be taken
- visual inspection procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVID0004 Conduct baggage handling operations

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 conduct baggage handling operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes handling baggage and dealing with abnormal baggage handling situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to load handling duties of flight or 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.

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

D – Load Handling

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 Handle baggage

- 1.1** Baggage handling is conducted in accordance with equipment involved, operational priorities and requirements, and directions from supervisor or team leader
- 1.2** Appropriate personal protective equipment (PPE) is selected, fitted and worn in accordance with established workplace procedures
- 1.3** Hazards are identified, risks are assessed and hazard management is implemented
- 1.4** Correct manual handling principles and techniques are applied at all times when handling various types, weight and shapes of baggage
- 1.5** Luggage tags are checked to identify any special loading characteristics
- 1.6** Baggage is lifted and manoeuvred in accordance with work health and safety (WHS)/occupational health and safety (OHS) and workplace procedures relevant to baggage tag indications
- 1.7** Baggage with unusual shape or perceived hazard is identified and appropriate assistance is sought from other team members to lift and move baggage concerned
- 1.8** Baggage is stacked on or in baggage storage or movement areas in accordance with WHS/OHS and workplace procedures
- 1.9** Late baggage is collected, handled and delivered to aircraft in accordance with workplace procedures

2 Deal with abnormal baggage handling situations

- 2.1** Baggage identified as heavy, fragile or having other unusual characteristics is handled in accordance with workplace procedures and regulatory requirements specified for type of baggage concerned
- 2.2** Baggage with an unintelligible or missing tag is identified and processed/reported in accordance with procedures for baggage handling system concerned
- 2.3** Baggage that has been damaged is identified and reported/processed in accordance with workplace

procedures

- 2.4 Baggage identified as leaking unidentifiable or potentially hazardous/dangerous substances is isolated and reported in accordance with workplace procedures and regulatory requirements
- 2.5 Baggage suspected of being a potential security risk is immediately isolated and reported in accordance with workplace security requirements
- 2.6 Problems that may occur during baggage handling operations are identified and appropriate action is taken to rectify and/or report problems in accordance with workplace procedures and regulatory requirements
- 2.7 Safety hazards in baggage handling work area are identified and appropriate action is taken to minimise/eliminate risk in accordance with WHS/OHS procedures and workplace hazard control strategies

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 AVID0002 Conduct baggage handling 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>

Assessment Requirements for AVID0004 Conduct baggage handling operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards, including:
 - hearing protection
 - protective clothing
 - safety footwear
 - safety gloves
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- features and differences in various types of baggage handling equipment used at Australian airports
- hazards that exist when carrying out baggage handling operations, including:
 - baggage containing illegal substances
 - baggage found to be a security risk
 - baggage of unusual shape or physical size
 - dust
 - heavy baggage
 - incorrectly labelled baggage
 - jet blast
 - moving airport vehicles and tugs in the vicinity of baggage handling areas
 - moving belts and automated baggage equipment
 - noise
 - overweight baggage
 - use of incorrect lifting techniques for baggage concerned
- manufacturer instructions for relevant equipment used during baggage handling operations
- principles of safe and effective baggage handling
- problems that may occur when carrying out baggage handling operations and appropriate action that should be taken in each case
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to airside safety procedures
- relevant WHS and environmental procedures and regulations
- risks that exist when carrying out baggage handling operations and related risk control procedures and precautions
- workplace procedures for baggage handling operations.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment

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>

AVID0005 Accept dangerous goods for air transport

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 accept dangerous goods for air transport in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes interpreting freight documentation, recognising dangerous goods, accepting appropriate dangerous goods, declining to accept prohibited and improperly prepared dangerous goods, preparing required dangerous goods documentation and stowing dangerous goods.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to load handling duties that complement ground operations personnel non-technical skills 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.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

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 Interpret freight documentation | <p>1.1 Received documentation for transporting freight by air is examined and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements</p> |
| 2 Recognise dangerous goods | <p>2.1 Freight containing dangerous goods is recognised in accordance with workplace procedures and regulatory requirements</p> <p>2.2 Hazards are identified, risks are assessed and hazard management implemented</p> <p>2.3 All types of dangerous goods and items containing dangerous goods are correctly identified</p> <p>2.4 Workplace policies and regulatory requirements concerning the types of dangerous goods are identified, interpreted and applied</p> |
| 3 Accept appropriate dangerous goods | <p>3.1 , Dangerous goods not permitted to be transported by air are identified and shipper advised that freight cannot be accepted</p> <p>3.2 Shipper is given an explanation of reasons why prohibited dangerous goods freight cannot be accepted and is referred to relevant regulatory requirements in accordance with workplace procedures</p> <p>3.3 Requirements for packaging, labelling and handling of dangerous goods permitted to be transported by air, where identified, are confirmed in accordance with workplace procedures and regulatory requirements</p> <p>3.4 Dangerous goods accepted for air transport are checked to ensure they are packaged and labelled in accordance with regulatory requirements</p> <p>3.5 Dangerous goods accepted for air freight are handled in accordance with regulatory requirements, including procedures for emergencies and spills</p> |
| 4 Prepare dangerous goods documentation | <p>4.1 Relevant documentation, including an air waybill and check sheets, are prepared and signed in accordance</p> |

- with workplace procedures and regulatory requirements
- 4.2** Relevant documentation is attached to freight, processed and filed in accordance with workplace procedures and regulatory requirements
- 5 Stow dangerous goods**
- 5.1** All dangerous goods are stowed in appropriate storage facilities in accordance with workplace procedures and regulatory requirements
- 5.2** Relevant personnel are advised of the disposition of stowed dangerous goods 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.

Unit Mapping Information

This unit replaces and is equivalent to AVID2001 Accept dangerous goods for air transport.

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>

Assessment Requirements for AVID0005 Accept dangerous goods for air transport

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards to the following:
 - contamination of, or from, materials being handled
 - dust/vapours
 - hazardous or dangerous materials
 - spill, leakages and ruptures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- managing hazards
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant documents, instructions, regulations, procedures and other information
- reporting and/or rectifying identified promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- characteristics and ways of identifying various types of dangerous goods
- principles of hierarchy of risk control:
 - elimination
 - substitution
 - isolation
 - engineering control measures
 - safe working practices
 - PPE
- documentation requirements for transporting appropriate dangerous goods by air
- people to be consulted about accepting dangerous goods for air transport:
 - customers
 - dangerous goods experts and advisors
 - flight crew
 - other members of the work team/s
 - supervisors and managers
 - technical staff
- problems that may occur when accepting dangerous goods for air transport and appropriate action that should be taken in each case
- relevant WHS environmental procedures and regulations
- relevant regulatory requirements pertaining to accepting, packing, marking, labelling, documenting, storing and despatching dangerous goods designated for air transport, including International Air Transport Association (IATA) and Civil Aviation Safety Authority (CASA) requirements
- risks that exist when accepting dangerous goods for air transport and related risk control procedures and precautions
- safety principles for accepting dangerous goods for air transport
- workplace procedures for accepting, packing, marking, labelling, documenting, storing and despatching dangerous goods designated for air transport
- documentation, including:
 - air waybill
 - Civil Aviation Safety Regulations (CASRs) relevant to accepting dangerous goods for air transport
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - emergency procedures, including procedures for handling spills
 - flight schedules
 - goods identification numbers and codes

- induction and training materials
- local instructions
- manifests, bar codes, goods and product identification
- safety data sheets (SDSs)/material safety data sheets (MSDSs)
- WHS regulations
- relevant Australian Standards and industry safety codes
- supplier and/or client instructions
- workplace checklists for accepting dangerous goods for air transport
- workplace procedures, instructions and job specifications.

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
- relevant materials, tools, equipment and PPE currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVID0006 Prepare freight for flight

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 prepare freight for flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying freight, packaging freight, labelling freight and assembling freight ready for loading onto aircraft.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to load handling 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.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Identify freight | 1.1 Documentation for transporting freight by air is examined and interpreted in accordance with workplace procedures and regulatory requirements |
| | 1.2 Hazards are identified, risks are assessed and hazard management is implemented |
| | 1.3 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements |
| 2 Package freight | 2.1 Requirements for packaging freight are identified and interpreted in accordance with workplace procedures |
| | 2.2 Materials and resources required for packaging are selected in accordance with workplace procedures |
| | 2.3 Freight is securely packaged in accordance with identified requirements |
| 3 Label freight | 3.1 Requirements for labelling freight are identified and interpreted in accordance with workplace procedures |
| | 3.2 Freight is correctly labelled in accordance with workplace procedures and regulatory requirements |
| 4 Assemble freight ready for loading onto aircraft | 4.1 Freight is consolidated in accordance with loading plan |
| | 4.2 Freight is loaded into containers as required in accordance with workplace procedures and regulatory requirements |
| | 4.3 Loose freight is appropriately assembled for transfer to aircraft in accordance with workplace procedures and regulatory requirements |
| | 4.4 Live freight is placed in appropriate assembly area and correctly cared for in accordance with workplace procedures and regulatory requirements |
| | 4.5 Freight containing allowable dangerous goods is appropriately segregated and stored in preparation for loading in accordance with workplace procedures and relevant regulatory requirements |
| | 4.6 Screening of freight by Security for explosives in accordance with workplace procedures and relevant |

regulatory requirements is confirmed

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 AVID2003 Prepare freight for flight.

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>

Assessment Requirements for AVID0006 Prepare freight for flight

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards, including:
 - contamination of, or from, materials being handled
 - dust and vapours
 - hazardous or dangerous materials
 - spill, leakages and ruptures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information, signs and labels
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- types of freight, including:
 - allowable dangerous goods
 - aviation containers/cans loaded with freight
 - diplomatic items
 - fragile goods
 - general freight
 - human remains
 - live freight
 - loose freight
 - mail/express
 - perishable goods
 - unaccompanied baggage
 - valuables
- air freight loading principles
- features and differences in various types of freight handling and packaging equipment used at Australian airports and freight terminals
- manual handling procedures
- manufacturer instructions for relevant equipment and packing used during freight preparation operations
- people to be consulted about preparing freight for air transport, including:
 - customers
 - dangerous goods experts and advisors
 - experts and advisors on the transport of animals and livestock
 - experts on other special categories of air freight
 - flight crew
 - human remains experts, funeral directors and advisors
 - international and domestic agents, suppliers and clients
 - mail/express experts and advisors
 - other members of the work team/s
 - perishable goods experts and advisors
 - relevant authorities and institutions
 - supervisor/s and manager/s
 - technical staff
 - valuable goods security experts
- documentation, including:
 - chain of responsibility implications for air transport of freight

- cold chain checklists and guidelines for air transport of perishable goods
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- emergency procedures
- flight schedules
- goods identification numbers and codes
- induction and training materials
- local instructions
- manifests, bar codes, goods and product identification
- WHS regulations
- relevant Australian Standards and industry codes of practice relevant to various categories of air freight
- relevant International Air Transport Association (IATA) regulations
- sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders relevant to preparing freight for air transport
- supplier and/or client instructions
- workplace checklists for preparing freight for air transport
- workplace procedures and instructions, and job specifications
- problems that may occur when carrying out freight preparation operations and appropriate action that should be taken in each case
- hazard management, including:
 - principles of the hierarchy of risk control:
 - elimination
 - substitution
 - isolation
 - engineering control measures
 - safe working practices
 - PPE
- relevant WHS and environmental procedures and regulations
- relevant regulatory requirements pertaining to preparing freight for air transport, including IATA and Civil Aviation Safety Authority (CASA) requirements
- risks that exist when carrying out freight preparation operations and related risk control procedures and precautions
- workplace procedures for freight preparation operations for various categories of air freight.

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
- relevant materials, tools, equipment and PPE currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment

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>

AVID0007 Conduct aviation freight weighing operations

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 conduct aviation freight weighing operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes interpreting freight documentation, weighing freight, measuring freight dimensions, confirming measurements against freight documentation and completing air waybill documentation.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to load handling 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.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

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 Interpret freight documentation | 1.1 Freight documentation is accessed and interpreted in accordance with workplace procedures and regulatory requirements |
| | 1.2 Hazards are identified, risks are assessed and hazard management implemented |
| 2 Weigh freight | 2.1 Weighing machine is prepared for use in accordance with manufacturer instructions and workplace procedures |
| | 2.2 Correct manual lifting procedures are used when transferring freight to and from the weighing machine in accordance with work health and safety (WHS) regulations and workplace procedures |
| | 2.3 Freight is weighed in accordance with manufacturer instructions and workplace procedures |
| | 2.4 Measured weight of freight is accurately recorded in accordance with workplace procedures |
| 3 Measure freight dimensions | 3.1 Freight physical dimensions are measured in accordance with workplace procedures |
| | 3.2 Measured freight dimensions are recorded in accordance with workplace procedures |
| | 3.3 Freight with unusual shape is noted and an appropriate record is kept in accordance with workplace procedures |
| 4 Confirm measurement against freight documentation | 4.1 Weight and physical dimensions, as measured, are compared with those contained in received documentation |
| | 4.2 Appropriate confirmation is recorded on air waybill in accordance with workplace procedures and regulatory requirements |
| | 4.3 Discrepancies in the documentation between measured weight and physical dimensions are addressed with the client and are recorded in accordance with workplace procedures and regulatory requirements |
| 5 Complete air waybill documentation | 5.1 Air waybill is completed in accordance with workplace procedures and regulatory requirements |

- 5.2 Air waybill is signed off and processed in accordance with workplace procedures and regulatory requirements noting all measurement outcomes
- 5.3 Processed freight is transferred to despatch area

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 AVID2004 Conduct aviation freight weighing 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>

Assessment Requirements for AVID0007 Conduct aviation freight weighing operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards, including:
 - contamination of, or from, materials being handled
 - dust/vapours
 - hazardous or dangerous materials
 - spill, leakages and ruptures
- applying precautions and required action to minimise, control or eliminate identified hazards applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying and correctly using equipment required to conduct aviation freight weighing operations
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information, signs and labels
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or

damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- types of freight, including:
 - allowable dangerous goods
 - diplomatic items
 - fragile goods
 - general freight
 - human remains
 - live freight
 - loose freight
 - mail/express
 - perishable goods
 - unaccompanied baggage
 - valuables
- air waybill documentation requirements
- features and differences in various types of weighing equipment used at Australian airports and aviation freight terminals
- manual lifting precautions and procedures
- manufacturer instructions for equipment used during aviation freight weighing operations
- people to be consulted about accepting freight for air transport, including:
 - customers
 - dangerous goods experts and advisors
 - experts and advisors on the transport of animals and livestock
 - experts on other special categories of air freight
 - flight crew
 - other members of the work team/s
 - perishable goods experts and advisors
 - supervisors and managers
 - technical staff
- principles of the hierarchy of risk control:
 - elimination
 - substitution
 - isolation
 - engineering control measures
 - safe working practices

- PPE
- documentation, including:
 - aircraft loading/trim sheet
 - aviation freight weighing checklists
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - emergency procedures
 - flight schedules
 - freight manifest, air waybill and other relevant freight documentation
 - induction and training materials
 - local instructions
 - manufacturer specifications and instructions relevant weighing equipment
 - WHS regulations
 - sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders relevant to aviation freight weighing operations
 - workplace procedures and instructions, and job specifications
- principles of aviation freight transport, and importance of load planning and aircraft trim
- problems that may occur when conducting aviation freight weighing operations and appropriate action that should be taken in each case
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- risks that exist when conducting aviation freight weighing operations and related risk control procedures and precautions
- workplace procedures for aviation freight weighing operations.

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.

Aviation freight weighing operations must be carried out in one or more of the following:

- aviation freight depot/terminal, or freight check-in point at either a major airport or regional airport
- domestic or international aviation freight transport

- fully manual process, or in conjunction with automated freight handling/management equipment

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and PPE currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVID0009 Load and secure aviation freight and baggage

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 load and secure aviation freight and baggage in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating in-hold aircraft loading systems, stowing and securing aviation freight and baggage, and responding to problems in loading aviation freight and baggage.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to load handling 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.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

- outcomes. demonstrate achievement of the element.
- 1 Operate in-hold aircraft loading systems**
 - 1.1** Pre-operational checks of in-hold aircraft loading systems are conducted in accordance with workplace procedures
 - 1.2** In-hold aircraft loading system is prepared for operation in accordance with workplace procedures and manufacturer instructions
 - 1.3** Hazards are identified, risks are assessed and hazard management implemented
 - 1.4** Appropriate personal protective equipment (PPE) is selected and worn/used as required
 - 1.5** In-hold aircraft loading system is used to facilitate loading and stowing of in-hold freight/baggage in accordance with workplace procedures, aircraft load instruction report and/or aircraft load/trim sheet, and regulatory requirements
 - 2 Stow and secure aviation freight and baggage**
 - 2.1** Correct manual handling techniques and procedures are used when stowing freight and baggage in aircraft hold in accordance with work health and safety (WHS)/occupational health and safety (OHS) requirements
 - 2.2** Freight and baggage are secured and restrained in aircraft hold in accordance with workplace procedures, aircraft manufacturer instructions and regulatory requirements
 - 2.3** Cargo hold door/s is/are secured in accordance with workplace procedures, aircraft manufacturer instructions and regulatory requirements
 - 2.4** Security seals are placed on aircraft cargo hold door/s as required in accordance with workplace procedures and regulatory requirements
 - 3 Respond to problems in loading aviation freight and baggage**
 - 3.1** Faults during loading, stowing and securing freight/baggage in aircraft hold are correctly and promptly identified and appropriate solution/s is determined in conjunction with other team members and/or load supervisor/team leader in accordance with workplace procedures and regulatory requirements
 - 3.2** In-hold aircraft loading system malfunctions are correctly and promptly identified and appropriate action

is taken to rectify and/or report problem in accordance with workplace procedures and regulatory requirements

- 3.3** Identified problem that cannot be readily resolved by load team is reported and referred to appropriate personnel

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 AVID2006 Load and secure aviation freight and baggage.

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>

Assessment Requirements for AVID0009 Load and secure aviation freight and baggage

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant regulations, legislation and workplace procedures
- applying safe manual handling techniques
- communicating effectively with others
- completing relevant documentation
- correcting techniques for loading an aircraft in accordance with aircraft load instruction reports and/or aircraft load/trim sheets
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities dependent on differing workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communication equipment to required protocol
- reading and interpreting relevant instructions, regulations, procedures and other information
- reporting and/or rectifying any identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards, including:
 - hearing protection
 - high visibility clothing
 - protective clothing
 - safety footwear
 - safety glasses

- safety gloves
- sun protection
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aviation freight and baggage, including:
 - air cargo/freight
 - aircraft components
 - allowable dangerous goods
 - containers/pallets loaded with freight/baggage
 - diplomatic items
 - fragile and perishable goods
 - human remains
 - live freight
 - loose freight
 - mail
 - unaccompanied baggage
 - unit load device (ULD) loaded with freight/baggage
 - valuables
- features and differences of in-hold loading systems used in various aircraft types
- layout of airport and location of aircraft gates
- manufacturer instructions for relevant in-hold loading systems
- people to be consulted about loading and securing aviation freight and baggage, including:
 - aircrew
 - check-in staff
 - ground support staff
 - load controllers
 - load supervisors, team leaders and managers
 - other members of the freight/baggage loading and ramp teams
 - technical staff
- principles and procedures relevant to trimming and balancing load on an aircraft
- principles for safely and effectively handling, loading and securing of freight and baggage into an aircraft cargo hold
- problems that may occur when loading and securing aviation freight and baggage, and appropriate action that should be taken in each case

- purpose, use and interpretation of aircraft load instruction reports and aircraft load/trim sheets
- relevant local instructions pertaining to operating in-hold loading systems and loading aircraft cargo holds
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- hazards that may exist when loading and securing aviation freight/baggage, including:
 - climatic conditions/extreme temperature
 - dust
 - falling freight/baggage
 - fire
 - freight/baggage containing dangerous goods (declared and/or undeclared)
 - freight/baggage containing illegal substances
 - freight/baggage found to be a security risk
 - freight/baggage of unusual shape or physical size
 - heavy freight/baggage
 - incorrect lifting and manoeuvring techniques (manual handling) for type of freight/baggage concerned, usually in aircraft cargo hold confined spaces
 - incorrectly labelled freight/baggage
 - moving equipment within hold including belt loaders
 - noise
 - overweight freight and baggage
 - poorly stacked/stowed/secured freight and baggage
 - protruding surfaces in aircraft bulkhead and hold structures
 - uneven surfaces or gaps in floor of aircraft hold
- risks that exist when loading and securing aviation freight/baggage, and related risk control procedures and precautions
- workplace procedures for loading and securing freight/baggage onto an aircraft
- workplace documentation, including:
 - air waybills
 - aircraft load instruction report
 - aircraft load/trim sheets
 - conditions of service, legislation and industrial/workplace agreements and awards
 - emergency procedures
 - equipment logs/records
 - flight schedules and gate allocations
 - relevant Defence Orders and Instructions
 - induction and training materials
 - load manifests
 - manufacturer specifications and instructions for in-hold loading system for aircraft type
 - operational checklists for in-hold loading systems

- pre- and post-operational equipment checklists
- procedures for handling special freight/baggage, such as live freight, dangerous goods, oversized baggage, fragile freight/baggage and perishable freight/baggage
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to loading and securing of aviation freight/baggage
- WHS regulations
- workplace procedures and instructions and job specifications.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIE0002 Maintain airspace interactions in remote pilot aircraft systems BVLOS operations

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 effectively maintain aircraft radio communications when operating remote pilot aircraft systems beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating radio equipment in Class G and controlled airspace (CTA) air spaces, managing radio equipment malfunctions and operating transponders beyond visual line of sight.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft radio operator duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

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 Operate radio equipment

1.1 Serviceability of radio equipment is confirmed

1.2 Transmission and receipt of radio communications is conducted using appropriate procedures and satellite link

1.3 A listening watch is maintained, and applicable transmissions responded to appropriately

1.4 Appropriate emergency and urgency transmissions are conducted

1.5 Appropriate radio communication protocols are used in CTA and Class G airspace

1.6 Data link equipment is operated using 3G, 4G and 5G

2 Manage radio equipment malfunctions

2.1 Radio failure procedures are performed as required

2.2 Fault-finding procedures and corrective actions not involving special tools or instruments are employed

2.3 Major system faults are reported in accordance with workplace procedures

2.4 Appropriate communications records are completed and processed in accordance with workplace procedures and aviation regulatory requirements

2.5 Remote piloted aircraft is configured to maintain safe operating conditions within controlled and uncontrolled airspace requirements during emergency procedures

3 Operate transponder

3.1 Transponder is operated and monitored in accordance with the aeronautical information publication (AIP) during normal operations

3.2 Transponder is operated and monitored in accordance with the AIP during abnormal and emergency operations

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

No equivalent unit.

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>

Assessment Requirements for AVIE0002 Maintain airspace interactions in remote pilot aircraft systems BVLOS operations

Modification History

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, performance criteria on at least one occasion and include:

- adapting to differences in equipment, operating environments and airspaces in accordance with standard operating procedures (SOPs)
- applying basic fault-finding techniques related to defective radiotelephone equipment
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- complying with regulatory requirements pertaining to aircraft radiotelephone communications
- identifying and correctly using relevant radiotelephone equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting and reacting appropriately to light signals from air traffic control (ATC)
- interpreting relevant instructions, regulations, procedures and information
- manipulating any switch or device requiring the release of flight controls without changes to height, heading, speed, attitude, exceeding engine speed revs per minute (RPM) or power limits
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using Aviation English Language to a proficiency standard that enables requests and instructions to be understood by air traffic service and other stations, and ensures compliance with received instructions
- using oral and written English language communication skills sufficient to support situational awareness within flight radio operations
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- characteristics of radio waves, wave propagation, transmission and reception, including:
 - radio frequency band ranges:
 - medium frequency (MF)
 - high frequency (HF)
 - very high frequency (VHF)
 - ultra-high frequency (UHF)
 - properties of radio waves
 - propagation of paths of radio waves:
 - ground waves
 - sky waves
 - factors affecting the propagation of radio waves:
 - terrain
 - ionosphere
 - sun spot activity
 - interference from electrical equipment
 - thunderstorms
 - power attenuation
 - radio antennas:
 - characteristics of antennas
 - use of antennas
- components of aeronautical radio systems, including:
 - power source or battery switch, radio master and microphone
 - transmitter
 - receiver
 - antenna
 - location of aerial antennas relevant to radio configuration
 - headphones and speaker
 - procedures for using an aeronautical radio system
 - setting up an aeronautical radio relevant to radio configuration
 - use of radio transmit and receive selector switches (VHF, HF, intercom (I/C) and public address (PA))
 - turning a radio on and off
 - selecting correct frequencies

- use of squelch control
- correct use of a microphone
- documented radio procedures relevant to the visual flight rules (VFR)
- emergency transponder codes for distress, radio failure and unlawful interference
- fault-finding procedures and corrective actions for radiotelephone equipment not involving special tools or instruments
- faults that may occur in radiotelephone equipment and appropriate fault detection and remedial action that can be taken
- international radio telephony distress frequencies
- light signals, including interpretation and actions required
- operating procedures for aircraft radiotelephone equipment
- phonetic alphabet
- principles of effective radio telephony communications
- problems that may occur during radio communications and action that can be taken to overcome them
- relevant sections of Civil Aviation Orders and regulations pertaining to aircraft radio communications
- relevant WHS and environmental procedures and regulations
- responsibilities of an aeronautical radio operator, including:
 - secrecy of communications
 - unauthorised transmissions
- standard radiotelephony phraseology as outlined in an aeronautical information publication (AIP)
- Class G and controlled airspace (CTA) airspace operating requirements.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIE0003 Operate aeronautical radio

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 operate an aeronautical radio in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating radio equipment and managing radiotelephone equipment malfunctions.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aeronautical radio operator duties of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|---|------------|--|
| 1 Operate radio equipment | 1.1 | Serviceability of radio equipment is confirmed |
| | 1.2 | Transmission and receipt of radio communications is conducted using appropriate procedures and phraseology |
| | 1.3 | A listening watch is maintained and applicable transmissions are responded to appropriately |
| | 1.4 | Appropriate emergency and urgency transmissions are conducted |
| 2 Manage radiotelephone equipment malfunctions | 2.1 | Radio failure procedures are performed as required |
| | 2.2 | Fault-finding procedures and corrective actions not involving special tools or instruments are employed |

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 AVIE0001 Operate aeronautical radio.

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>

Assessment Requirements for AVIE0003 Operate aeronautical radio

Modification History

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, performance criteria and range of conditions 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 under operating conditions using aviation radio telephony phraseology and communication protocols
- completing relevant documentation
- complying with regulatory requirements pertaining to aircraft radiotelephone communications
- conducting basic fault finding of defective radiotelephone equipment
- confirming serviceability of radio telephony equipment
- identifying and correctly using equipment required to maintain aircraft radio communication
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting and reacting appropriately to light signals from air traffic control
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and rectifying identified problems that may occur operating an aeronautical radio promptly
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using Aviation English Language to a proficiency standard required by national aviation safety regulations
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- characteristics of radio waves, wave propagation, transmission and reception, including:
 - radio frequency band ranges (medium frequency (MF), high frequency (HF), very high frequency (VHF) and ultra-high frequency (UHF))
 - properties of radio waves
 - propagation of paths of radio waves:
 - ground waves
 - sky waves
 - factors affecting the propagation of radio waves:
 - terrain
 - ionosphere
 - sun spot activity
 - interference from electrical equipment
 - thunderstorms
 - power attenuation
 - radio antennas:
 - characteristics of antennas
 - use of antennas
- components of aeronautical radio systems, including:
 - power source or battery switch, radio master and microphone
 - transmitter
 - receiver
 - antenna
 - location of aerial antennas in buildings
 - headphones and speaker
 - procedures for using an aeronautical radio system
 - setting up an aeronautical radio
 - use of radio transmit and receive selector switches (VHF, HF, intercom (I/C) and public address (PA))
 - turning a radio on and off
 - selecting correct frequencies
 - use of squelch control
 - correct use of a microphone
- documented radio procedures relevant to the visual flight rules (VFR)
- fault-finding procedures and corrective actions for radiotelephone equipment not involving special tools or instruments
- faults that may occur in radiotelephone equipment and appropriate fault detection and remedial action that can be taken
- international radio telephony distress frequencies
- light signals, including interpretation and actions required

- phonetic alphabet
- principles of effective radiotelephony communications
- problems that may occur during aeronautical radio communications and action that can be taken to overcome them
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to aeronautical radio communications
- relevant WHS and environmental procedures and regulations
- responsibilities of an aeronautical radio operator, including:
 - secrecy of communications
 - unauthorised transmissions
- standard radiotelephony phraseology.

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
- relevant materials, tools, equipment and PPE currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment

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>

AVIE0004 Conduct radio procedures in an aviation operational environment

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 conduct radio procedures in an aviation operational environment in compliance with relevant regulatory requirements and national operating standards.

It includes identifying aviation communications system features, communicating using aviation communications technology, and maintaining aviation communications equipment systems and records.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aviation communications 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.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

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 Identify aviation communications system features

1.1 System features and control functions of aviation communications systems are identified

1.2 Equipment signals and alerts are monitored

1.3 Aviation communications channels are selected in accordance with aviation procedures

2 Communicate using aviation communications technology

2.1 Aviation communications systems are checked in accordance with manufacturer instructions and airport procedures

2.2 Aviation communications systems are operated in accordance with manufacturer instructions, airport procedures and regulatory requirements

2.3 Appropriate aviation communications channels are selected for location and type of communication

2.4 Clear, precise and unambiguous radio messages are sent with due regard to ethics, protocols and procedures

2.5 Aviation terminology and message structure are used when communicating using aviation communications technology

2.6 Incoming messages are received and answered promptly and courteously in accordance with operating procedures and regulatory requirements

2.7 Non-procedural terminology is used as required to assist message clarity and understanding

2.8 Aviation communications protocols and procedures are followed when using communications systems during emergencies

3 Maintain aviation communications equipment systems and records

3.1 Communications systems are maintained in working order in accordance with manufacturer instructions

- 3.2 System faults are identified and minor faults are rectified in accordance with manufacturer instructions and procedures
- 3.3 Major system faults are reported in accordance with workplace procedures
- 3.4 Appropriate communications records are completed and processed in accordance with workplace procedures and aviation 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIE2005 Conduct radio procedures in an aviation operational environment.

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>

Assessment Requirements for AVIE0004 Conduct radio procedures in an aviation operational environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- completing communications records accurately in accordance with workplace procedures and aviation regulatory requirements
- changing communications channels or frequencies in accordance with workplace or aviation procedures
- communicating effectively with others using available communications equipment in accordance with aviation communications protocols and procedures
- completing relevant documentation
- diagnosing a radio fault correctly and rectifying the fault in accordance with manufacturer instructions or workplace procedures
- making broadcasts and interpreting radio messages correctly in accordance with operational policies and procedures
- following communications protocols and procedures used during emergency situations
- identifying and using required communications technology
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and understanding communications and aviation-specific terminology
- monitoring performance of communications equipment and taking appropriate action
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- responding to radio communication in accordance with aviation communications protocols and procedures
- sourcing and programming the correct aviation channels or frequencies on radio communications equipment
- using radio communications equipment used in the aviation airport environment correctly
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- applicable aviation communications procedures and regulations relating to radio communications at an aerodrome
- aviation communications channels and frequency bands
- aviation terminology and vocabulary
- basic communication techniques, including barriers to effective communication and how to overcome them
- basic principles of effective communication
- communications records and documentation in the aviation environment, including:
 - workplace communications procedures, protocols, checklists and instructions
 - aircraft identification codes
 - client and/or supplier instructions
 - emergency procedures
 - legislation, regulations and related documentation
 - manufacturer specifications for communications equipment
 - safety data sheets (SDSs)/material safety data sheets (MSDSs)
 - radio communication logs
- communications system operation and procedures
- features of various communications systems, including:
 - approved aviation radios:
 - personal
 - hand-held
 - citizen band (CB)
 - ultra-high frequency (UHF)
 - very high frequency (VHF)
 - single-side band (SSB)
- minor routine maintenance procedures for communications equipment
- pre-operational checks for communications systems and equipment
- procedures and protocols for using communications systems during an emergency
- protocols and procedures for communicating with others using communications technology
- typical problems that may occur when using communications systems and appropriate action and solutions, including:
 - incorrect assumption that message has been received and/or understood
 - illegible writing or print
 - misunderstanding
 - noisy environments or communications channels
 - not following correct communications protocols and procedures

- unfamiliar aviation or non-aviation terminology
- use of non-standard vocabulary
- worksite communication, including:
 - active listening
 - questioning to obtain information and/or to clarify information and understanding
 - routine oral reporting
 - two-way communication.

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
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIE0005 Complete a Notice to Airmen (NOTAM)

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 a Notice to Airmen (NOTAM) in compliance with relevant regulatory requirements and national operating standards.

It includes preparing a NOTAM and processing a NOTAM.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aviation safety duties of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare a NOTAM

1.1 Situations requiring the issuing of a NOTAM are identified

1.2 Specific information required for inclusion in the NOTAM is calculated or otherwise identified in accordance with workplace procedures

1.3 NOTAM containing appropriate information, formatting, terminology and abbreviations for the notifiable situation is raised and issued to relevant authorities and/or organisations in accordance with workplace procedures and regulatory requirements

2 Process a NOTAM

2.1 Issued NOTAM is filed in accordance with workplace procedures and regulatory requirements

2.2 NOTAM is distributed to relevant personnel 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIE3003 Complete a Notice to Airmen.

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>

Assessment Requirements for AVIE0005 Complete a Notice to Airmen (NOTAM)

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting accurate information within National Aeronautical Information Processing System (NAIPS) system
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of

the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome operating procedures
- Aeronautical Information Package, including:
 - aerodrome diagram
 - aerodrome frequency response unit
 - aerodrome location and administration
 - air traffic services
 - ground services
 - lighting data
 - movement area data
 - navigation aids data
 - notices
 - obstacle-clear take-off gradients
 - obstacle survey areas
 - one directional runways
 - runway distance supplement
 - runway slope
 - runway strip width
 - special procedures
 - supplementary take-off distances (STODA)
 - traffic advisory frequency
 - unicom
- aircraft schedules and their use in aerodrome inspection and reporting
- issue of Notice to Airmen (NOTAM) for situations, including:
 - advanced notice of aerodrome works affecting runways or obstacle limitation surfaces (OLS)
 - bird or animal hazards posing a danger to aircraft movements
 - changes to navigational aids information
 - changes (temporary or permanent) to published information
 - failures in aerodrome lighting or obstacle lighting
 - hazards in the work area:
 - aircraft noise
 - aircraft movements
 - fumes and dust
 - jet blast
 - other vehicles in the vicinity of the aircraft
 - personnel in the vicinity of the aircraft
 - new obstacles
 - other changes of aerodrome serviceability that may affect the safety of aircraft

- operations
 - unserviceable portions of runway
- general legal responsibilities of NOTAM originating personnel and organisations
- problems that may occur when completing a NOTAM and appropriate action that should be taken in each case
- purpose and application of method of working plans (MOWPs)
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to completing a NOTAM
- relevant WHS and environmental procedures and regulations
- reporting procedures and basic operation of the NAIPS system
- safety hazards and risks that exist when completing a NOTAM and related risk control procedures and precautions
- information in a NOTAM request using the Airservices template, including:
 - date of issue of the NOTAM
 - name of aerodrome
 - period of validity
 - purpose of the NOTAM
- 24-hour system or Universal Coordinated Time (UTC).

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry.
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIE0006 Maintain aircraft radio communications

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 maintain aircraft radio communications in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating radio equipment, managing radio equipment malfunctions and operating transponders.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft radio operator duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of, 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.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|--|
| 1 Operate radio equipment | 1.1 Serviceability of radio equipment is confirmed |
| | 1.2 Transmission and receipt of radio communications is conducted using appropriate procedures and phraseology |
| | 1.3 A listening watch is maintained and applicable transmissions responded to appropriately |
| | 1.4 Appropriate emergency and urgency transmissions are conducted |
| 2 Manage radio equipment malfunctions | 2.1 Radio failure procedures are performed as required |
| | 2.2 Fault-finding procedures and corrective actions not involving special tools or instruments are employed |
| 3 Operate transponder | 3.1 Aircraft transponder is operated and monitored in accordance with the aeronautical information publication (AIP) during normal operations |
| | 3.2 Aircraft transponder is operated and monitored in accordance with the AIP during abnormal and emergency operations |

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 AVIE4001 Maintain aircraft radio communications.

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>

Assessment Requirements for AVIE0006 Maintain aircraft radio communications

Modification History

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, 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 basic fault-finding techniques related to defective radiotelephone equipment
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- complying with regulatory requirements pertaining to aircraft radiotelephone communications
- identifying and correctly using relevant radiotelephone equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting and reacting appropriately to light signals from air traffic control
- interpreting relevant instructions, regulations, procedures and information
- manipulating any switch or device requiring the release of flight controls without changes to height, heading, speed, attitude, exceeding engine speed revs per minute (RPM) or power limits
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using Aviation English Language to a proficiency standard that enables requests and instructions to be understood by air traffic service and other stations, and ensures compliance with received instructions
- using oral and written English language communication skills sufficient to support situational awareness within flight radio operations
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- characteristics of radio waves, wave propagation, transmission and reception, including:
 - radio frequency band ranges:
 - medium frequency (MF)
 - high frequency (HF)
 - very high frequency (VHF)
 - ultra-high frequency (UHF)
 - properties of radio waves
 - propagation of paths of radio waves:
 - ground waves
 - sky waves
 - factors affecting the propagation of radio waves:
 - terrain
 - ionosphere
 - sun spot activity
 - interference from electrical equipment
 - thunderstorms
 - power attenuation
 - radio antennas:
 - characteristics of antennas
 - use of antennas
- components of aeronautical radio systems, including:
 - power source or battery switch, radio master and microphone
 - transmitter
 - receiver
 - antenna
 - location of aerial antennas relevant to radio configuration
 - headphones and speaker
 - procedures for using an aeronautical radio system
 - setting up an aeronautical radio relevant to radio configuration
 - use of radio transmit and receive selector switches (VHF, HF, intercom (I/C) and public address (PA))
 - turning a radio on and off
 - selecting correct frequencies

- use of squelch control
- correct use of a microphone
- documented radio procedures relevant to the visual flight rules (VFR)
- emergency transponder codes for distress, radio failure and unlawful interference
- fault-finding procedures and corrective actions for radiotelephone equipment not involving special tools or instruments
- faults that may occur in radiotelephone equipment and appropriate fault detection and remedial action that can be taken
- international radio telephony distress frequencies
- light signals, including interpretation and actions required
- operating procedures for aircraft radiotelephone equipment
- phonetic alphabet
- principles of effective radio telephony communications
- problems that may occur during radio communications and action that can be taken to overcome them
- relevant sections of Civil Aviation Orders and regulations pertaining to aircraft radio communications
- relevant WHS and environmental procedures and regulations
- responsibilities of an aeronautical radio operator, including:
 - secrecy of communications
 - unauthorised transmissions
- standard radiotelephony phraseology as outlined in an aeronautical information publication (AIP).

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
- relevant materials, tools, equipment and currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIE5002 Apply air traffic control communication procedures and services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 apply air traffic control communication procedures and services, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes communicating accurate operational messages, and providing timely and accurate operational information and coordination. It also includes issuing and coordinating traffic information and responding to pilot requests.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate accurate operational messages

2 Provide timely and accurate operational information and coordination

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Communication is delivered clearly, timely and accurately

1.2 Standard phrases are used as required

1.3 Unambiguous and concise non-standard phrases are used

1.4 Active listening watch is maintained for all communications channels

1.5 Readbacks are provided and obtained

1.6 Delivery of voice messages is adjusted to suit receiver

1.7 Messaging protocols are followed

1.8 Most effective communications method is used

1.9 Handover or takeover is performed to achieve continuity of teamwork and service

2.1 Position and navigation information is provided

2.2 Meteorological information is provided

2.3 Changes in operational status of aids to navigation, air routes and airspaces affecting flight operations are provided

2.4 Changes in operational status of communications

facilities affecting flight operations are provided

2.5 Flight hazard alerts are issued

2.6 Flight safety alerts are issued

2.7 Operational information is coordinated and recorded

3 Issue and coordinate traffic information

3.1 Traffic information is issued

3.2 Traffic avoidance advice is issued

3.3 Traffic information is coordinated

4 Respond to pilot requests

4.1 Sufficient information is obtained from relevant sources to determine nature and implications of pilot request

4.2 Appropriate response is made to pilot requests

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 can be found in the Companion Volume Implementation Guide.

Relevant legislative and regulatory requirements must include:

- Airservices Act 1995
- Civil Aviation Act 1988 and the Civil Aviation Amendment Act 1995
- Civil Aviation Safety Regulations (CASR) and Manual of Standards (MOS)
- Defence Orders and Instructions
- International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)
- national and state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation and regulations

Unit Mapping Information

This unit replaces and is equivalent to AVIE5002B Apply air traffic control communication procedures and services.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIE5002 Apply air traffic control communication procedures and services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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, performance criteria and range of conditions on at least one occasion and include:

- allocating attention according to priorities
- communicating clearly and concisely with others
- communicating in a team by exchanging information through assigning responsibility, and acknowledging, inquiring and challenging communications errors
- formulating and issuing communications messages and questions
- interpreting and following operational instructions
- interpreting and recording messages
- listening actively
- modifying communications dependent on workplace contingencies, situations and environments
- perceiving and comprehending incoming information
- prioritising responses in accordance with operational procedures
- reporting and/or rectifying identified problems promptly
- reading and interpreting relevant instructions, regulations, procedures and other information
- relaying communications with required attention to detail
- using standard and non-standard radiotelephony and coordination phrases
- using communications facilities to maintain contact with airspace users
- using most appropriate form of communication for the operational context.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- barriers to communication
- communication codes, abbreviations and conventions
- communication errors
- communication techniques
- communication types
- communications associated with emergency and/or abnormal operations
- communication procedures
- coordination procedures
- effects of fatigue on effective communication
- frequencies coverage
- handover and takeover procedures
- how to read and interpret instructions, regulations, procedures and other information
- messaging formats and protocols
- principles of effective communication
- procedures to be followed in equipment/facility failure
- prompts and techniques used to assist and cue coordination and communications
- qualitative aspects of verbal communication including tone, emphasis, stress and frustration
- read back requirements
- relevant legislation and workplace procedures
- relevant sections of regulatory and operational documentation
- standard and non-standard radiotelephony and coordination phrases.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIF0015 Apply awareness of dangerous goods and hazardous substances in the transport security environment

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 apply awareness of dangerous goods and hazardous substances in the transport security environment in compliance with relevant regulatory requirements and national operating standards.

It includes identifying appropriate legislation for transporting dangerous goods and hazardous substances, separating dangerous goods and hazardous substances and dealing with incidents involving dangerous goods and hazardous substances.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational, commercial, military aircraft, maritime and transport activities across a variety of operational contexts within the Australian transport security 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Identify appropriate legislation for transporting dangerous goods and hazardous substances

1.1 Legislation and organisational policies and procedures for transporting hazardous substances and dangerous goods are identified and accessed

1.2 Labelling of different types of dangerous goods and hazardous substances is identified from accessed documentation

1.3 Hazardous loads are identified from transport manifests

2 Separate dangerous goods and hazardous substances

2.1 Hazardous substances and dangerous goods class and subsidiary risk information is identified

2.2 Hazardous substances and dangerous goods are correctly separated in accordance with relevant documentation, and class and subsidiary risk information as required

3 Deal with incidents involving dangerous goods and hazardous substances

3.1 Information is obtained about dangerous goods and hazardous substances involved

3.2 Hazards are identified, risks are assessed and risk control measures are implemented

3.3 Documentation is checked for compliance with separation rules as required, in accordance with organisational procedures

3.4 Information about dangerous goods and hazardous substances is relayed to appropriate people and authorities

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 is a new unit of competence.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIF0015 Apply awareness of dangerous goods and hazardous substances in the transport security environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- identifying dangerous goods and hazardous substance labels
- interpreting relevant instructions, procedures, information and signs
- identifying containers and goods coding, markings and emergency information panels
- checking relevant dangerous goods and/or hazardous substances segregation in accordance with class and subsidiary risk information/documentation
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- completing relevant documentation
- communicating effectively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- relevant national, state/territory regulations and codes of practice for identifying and labelling dangerous goods and hazardous substances, including appropriate sections of the current Australian Dangerous Goods (ADG) Code and other applicable legislation
- dangerous goods/hazardous substances using labels, International Maritime Dangerous Goods (IMDG) Code markings, HAZCHEM signs and other relevant identification criteria
- problems that may arise when handling dangerous goods and hazardous substances and actions that should be taken to prevent or solve these problems
- workplace procedures for handling and storing dangerous goods/hazardous substances
- segregation requirements for dangerous goods/hazardous substances
- dangerous goods as per Civil Aviation Safety Authority (CASA) lists.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIF0016 Manage network data links

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 set up and monitor networks and data links with unmanned aircraft systems beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and international aviation operating standards.

It includes maintaining aviation communication and data links, managing routine and emergency airborne situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight dispatch and flight operations support personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operations and Traffic 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 Set up aviation networks and data links

1.1 The extent of the network to be set up is determined from flight plan and/or in consultation with appropriate persons.

1.2 Data network links are set up using a range of appropriate transmitting and receiving methods and protocols

1.3 Consideration is given to the technical factors that will have an impact on the network connections

1.4 Risk management strategies are determined with relevant team members where available

2 Maintain aviation networks and data links

2.1 Data network links are monitored and maintained throughout flight support activities using a range of appropriate transmitting and receiving methods and protocols

2.2 Voice and data communication links with emergency response agencies are monitored and maintained throughout flight using a range of appropriate transmitting and receiving methods and protocols

2.3 Aircraft position information and reports are routinely monitored and data communication links within flight support monitoring systems updated

2.4 Aircraft communication links are continuously monitored and appropriate voice and data communication failure response plans are implemented

3 Manage unanticipated airborne situations

3.1 Unanticipated severe weather penetration effects are evaluated against flight plan and amendments are made

3.2 High terrain transit performance calculations and effects on flight performance are addressed

4 Manage contingencies with networks beyond visual line of sight

4.1 Overdue position reports are responded to in accordance with regulatory and workplace requirements

4.2 Overdue at destination response actions are implemented in accordance with regulatory and workplace requirements

- 4.3 Contingency plans for aircraft power exhaustion are implemented and coordination with emergency response agencies is maintained
- 4.5 Unlawful interference with aviation and aircraft flight safety is identified and managed in accordance with regulatory and workplace requirements
- 4.6 Emergency landing procedures are implemented during aircraft emergency situations
- 4.7 Coordination and liaison with retrieval crew is maintained during aircraft emergency situations

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

No equivalent unit.

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>

Assessment Requirements for AVIF0016 Manage network data links

Modification History

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 in accordance with standard operating procedures (SOPs)
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others
- completing documentation related to work activities
- identifying and correctly using flight support equipment, processes and procedures
- implementing and managing contingency plans for unanticipated and routine airborne situations, including:
 - aircraft power variations
 - aircraft performance
 - effects of flight diversion over different terrain
 - unanticipated meteorological conditions
- implementing and managing contingency plans for unanticipated and emergency airborne situations, including:
 - overdue position report
 - overdue at destination
 - fuel/power exhaustion
 - inability to communicate with aircraft
 - continuing to operate in unsafe conditions
 - loss of power
 - ditching/emergency landing
 - government/air traffic control (ATC) coordination and notification
 - unlawful interference with aviation
- interpreting and following operational instructions and prioritising work
- maintaining aviation communications and data links, including:
 - data communications:
 - transmission control protocol (TCP)/internet protocol (IP)

- high frequency (HF)
- satellite
- voice communications:
 - mobile telephony
 - very high frequency (VHF)
 - ultra-high frequency (UHF)
 - HF
 - radio over IP (ROIP)
 - satellite
- modifying activities depending on differing operational dispatch contingencies, risk situations and environments
- monitoring flight performance, including:
 - power availability
 - en route weather, including winds
 - aircraft performance, including the limitations imposed by minimum equipment list (MEL) restrictions
 - perishable cargo
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and documenting unlawful interference with aviation
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS) standards
- taking action to manage unlawful interference with aviation
- working collaboratively with others when managing disruptive and unlawful behaviour within aviation operating environments
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aeronautical mobile service, including:
 - VHF band frequency utilisation
 - phonetic alphabet
 - standard words
 - call signs
 - abbreviations

- communications
- priorities:
 - distress
 - urgency
 - traffic
- practical operations
- automated aeronautical service, including:
 - telecommunications service
 - flight weather (VOLMET)
 - VHF
 - HF
 - automatic terminal information service (ATIS)
- applying relevant aeronautical knowledge to flight monitoring services
- aviation risk management processes
- contingency planning considerations for unanticipated and routine airborne situations, including:
 - aircraft power consumption variations
 - aircraft performance calculations and variations
 - effects of flight diversion over different terrain
 - unanticipated meteorological conditions, including icing conditions
- contingency planning considerations for unanticipated and emergency airborne situations, including:
 - overdue position report
 - overdue at destination
 - power exhaustion
 - inability to communicate with aircraft
 - continuing to operate in unsafe conditions
 - ditching/emergency landing
- elementary radio theory, including:
 - amplitude
 - frequency
 - period
 - wavelength
 - electromagnetic wave
 - sound wave
 - electromagnetic spectrum
 - radio spectrum:
 - very low frequency (VLF)
 - low frequency (LF)
 - medium frequency (MF)

- HF
- VHF
- UHF
- propagation of radio waves
- skip distance and hops
- D, E, and F layers
- aeriels:
 - polar diagrams
 - Figure 8
 - cardioid
- modulation:
 - AM
 - FM
 - sidebands: SSB and DSB
- elementary radio transmit/receive (TX/RX)
- en route weather changes, including:
 - winds
 - weather re-routes
- fatigue risk management processes
- flight equipment failures, including:
 - effect on performance:
 - potential for diversion
 - effect on subsequent flights
 - availability of maintenance at diversion location:
 - effect on other systems
 - emergency potential
- flight monitoring resources - position reports:
 - company radio:
 - Aeronautical Radio Incorporated (ARINC) reports
 - commercial radio net reports
 - aircraft situation display (ASD)
 - departure station reports
 - destination station reports
 - air traffic control (ATC) reports
 - satellite communications (SATCOM)
- flight watch requirements, including:
 - aircraft position fixes and reporting requirements
 - en route weather and wind monitoring
 - estimated time of arrival (ETA) calculations
 - fuel/battery power performance calculations for routine and emergency airborne

situations

- identification of methods and procedures for managing unlawful interference with aviation as a flight dispatcher
- relevant state/territory regulations and requirements
- relevant WHS and environmental protection procedures and guidelines
- risks and hazards when monitoring flight performance and related actions to control the risk.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0017 Develop a risk management plan for beyond visual line of sight operations

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 develop a risk management plan with remote piloted aircraft systems (RPAS) for beyond visual line of sight (BVLOS) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes establishing the risk management context, developing the risk management plan, managing risk and evaluating the risk management plan.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties that complement the technical skills of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Establish risk management context in RPAS operation

- 1.1 Nature and extent of aviation operational activity, its objectives and outcomes are established within the organisational context
- 1.2 Strategic and risk management context are identified in accordance with organisational requirements
- 1.3 Stakeholders are identified and consulted to ensure their views, concerns and needs are taken into account in the risk management process
- 1.4 Criteria for assessing aviation risk are determined in accordance with workplace standards
- 1.5 Risk management criteria is determined to provide guidance on balancing risk, costs, benefits and opportunities
- 1.6 Risk management criteria are monitored, reviewed and adjusted to ensure opportunities, and current and emerging trends are reflected

2 Develop the risk management plan

- 2.1 Sources of risks are identified and consulted on to ensure full coverage
- 2.2 Risks are assessed and documented in consultation with stakeholders, and risk level thresholds are established
- 2.3 Risk controls are considered/modified and selected for acceptability
- 2.4 Risk management plan and evaluation methodology and developed and communicated to stakeholders

3 Monitor and evaluate aviation risk

- 3.1 Aviation risk management plan is implemented and monitored in accordance with workplace standards
- 3.2 Internal and external risks to outcomes are monitored and remedial actions are identified, as required, and initiated
- 3.3 Risk management plans are reviewed routinely on occurrence of events of significant importance to the

organisation and when required by regulatory practice

- 3.4 Stakeholder feedback is obtained and considered in evaluation activity
- 3.5 Recommendations for enhancing risk management plan are formulated and implemented
- 3.6 Outcomes of evaluation are effectively communicated to stakeholders

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

No equivalent unit.

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>

Assessment Requirements for AVIF0017 Develop a risk management plan for beyond visual line of sight operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying effective verbal/non-verbal communication techniques when engaging with internal/external stakeholders
- applying procedures relating to work health and safety (WHS) and environment in the context of aviation risk management
- applying relevant legislation, regulations and policies, including:
 - relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders) relating to safety management systems (SMSs)
 - national and state/territory WHS legislation
- delegating task responsibilities related to risk management processes
- engaging in discussion by exchanging complex oral information
- listening effectively when engaging with internal/external stakeholders
- researching and analysing the wider context affecting the aviation industry and/or organisation
- solving problems through analysis and reasoning
- explain complex, formal documents and assisting others to apply these documents in the workplace
- using appropriate formal language and style for written plans.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- risk management plan structure and content
- stakeholders in the risk management process
- evaluating risk criteria which complies with established legal requirements
- Australian and international risk management standards
- organisation risk management, including the external environment in which it operates

- aviation risk management processes, which are:
 - logical and systematic
 - applied to any strategy plan, process, program or procedure that will enable the organisation to minimise losses and to maximise opportunities
 - applied within existing aviation safety management systems (SMSs)
 - implemented to address operational and safety factors related to:
 - regulatory
 - hardware
 - environmental
 - personnel
- diversity of risks in the aviation industry
- likelihood and consequences of risks
- hierarchy of control
- importance of consultation and communication at every stage of the risk management cycle
- legal requirements, legislation, regulations, policies, procedures and guidelines relating to aviation risk management
- relevant work standards
- range of evaluation methodologies
- relationship of risk to context, i.e. how the context may define the risks
- sources of risk, including:
 - perceived
 - potential
 - actual.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0018 Manage risks with unmanned aerial systems (UAS) beyond visual line of sight (BVLOS)

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 aviation risk with unmanned aerial systems (UAS) beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements and national operating standards.

It includes establishing the risk management context, planning for risk management, managing risk and evaluating the risk management plan. Work involves managing the effects of uncertainty on objectives using a safety management system (SMS) within a variety of BVLOS remote piloted aircraft systems operational contexts within the Australian aviation industry.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties that complement the technical skills of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Establish risk management context in BVLOS operation

- 1.1** Nature and extent of aviation operational activity, its objectives and outcomes are established within the organisational context
- 1.2** Strategic and risk management context are identified in accordance with organisational requirements
- 1.3** Stakeholders are identified and consulted to ensure their views, concerns and needs are taken into account in the risk management process
- 1.4** Criteria for assessing aviation risk are determined in accordance with workplace standards
- 1.5** Risk management criteria is determined to provide guidance on balancing risk, costs, benefits and opportunities
- 1.6** Risk management criteria are monitored, reviewed and adjusted to ensure opportunities, and current and emerging trends are reflected

2 Plan for risk management in BVLOS

- 2.1** Sources of risks are identified and consulted to ensure full coverage
- 2.2** Risks are assessed and documented in consultation with stakeholders, and risk level thresholds are established
- 2.3** Risk controls are considered/modified and selected for acceptability
- 2.4** Risk management plan and evaluation methodology are developed and communicated to stakeholders

3 Monitor and evaluate aviation risk in BVLOS

- 3.1** Aviation risk management plan is implemented and monitored in accordance with workplace standards
- 3.2** Internal and external risks to outcomes are monitored and remedial actions are identified, as required, and initiated
- 3.3** Risk management plans are reviewed routinely, on occurrence of events of significant importance to the

organisation and when required by regulatory practice

- 3.4 Stakeholder feedback is obtained and considered in evaluation activity
- 3.5 Recommendations for enhancing risk management plan are formulated and implemented
- 3.6 Outcomes of evaluation are effectively communicated to stakeholders

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

No equivalent unit.

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>

Assessment Requirements for AVIF0018 Manage risks with unmanned aerial systems (UAS) beyond visual line of sight (BVLOS)

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying effective verbal/non-verbal communication techniques when engaging with internal/external stakeholders
- applying procedures relating to work health and safety (WHS) and environment in the context of aviation risk management
- developing an aviation risk assessment, including:
 - likelihood criteria:
 - rare
 - unlikely
 - possible
 - likely
 - almost certain
 - consequence criteria:
 - negligible
 - minor
 - major
 - moderate
 - severe
- conducting aviation risk control, including hierarchy of control
- applying relevant legislation, regulations and policies, including:
 - relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders relating to safety management systems (SMS) and Manual of Standards (MOS)
 - national and state/territory WHS legislation
- delegating task responsibilities related to risk management processes
- engaging in discussion by exchanging complex oral information
- listening effectively when engaging with internal/external stakeholders
- researching and analysing the wider context affecting the aviation industry and/or

organisation

- solving problems through analysis and reasoning
- explaining complex, formal documents and assisting others to apply these documents in the workplace
- using appropriate formal language and style for written plans.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Australian and international risk management standards
- aviation risk management processes, which are:
 - logical and systematic
 - applied to any strategy plan, process, program or procedure that will enable the organisation to minimise losses and to maximise opportunities
 - applied within existing aviation SMS
 - implemented to address operational and safety factors related to:
 - regulatory
 - hardware
 - environmental
 - personnel
- diversity of risks in the aviation industry
- importance of consultation and communication at every stage of the risk management cycle
- legal requirements, legislation, regulations, policies, procedures and guidelines relating to aviation risk management
- range of evaluation methodologies
- relationship of risk to context, i.e. how the context may define the risks
- strategic and risk management context, including:
 - organisational functions
 - political
 - operational
 - financial
 - social
 - legal
 - commercial
 - various stakeholders and clients
 - relationship between the organisation and the environment in which it operates
- sources of risk, including:
 - perceived
 - potential

- actual
- determining criteria for evaluating risk, including:
 - compliance with established legal requirements
 - consideration of cost-benefit analysis outcomes
 - establishment of risk rankings to determine levels of acceptability
- risk management plan for relevant BVLOS operation, including:
 - analysis of risks
 - likelihood
 - consequences and risk levels
 - control options selected
 - person/s responsible for implementing control options
 - performance measures
 - periodic review timetable
 - prioritised list of unacceptable risks
 - resources required
 - sources of risk and risk events
 - timeframe for implementation.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- physical areas and assets.

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>

AVIF0019 Implement complex human factors in remote pilot aircraft systems beyond visual line of sight (BVLOS)

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 implement complex human factors in remote pilot aircraft systems (RPAS) beyond visual line of sight (BVLOS) in compliance with relevant regulatory and legislative requirements.

It includes the application of strategies to address human performance and communications skills needed to pilot effectively in BVLOS aviation environments. In addition, it includes maintaining situational awareness, assessing situations and making decisions, setting priorities, managing tasks and working with others in managing situational awareness.

In addition, it includes recognising signs of personal fatigue, employing fatigue risk management practices to minimise fatigue, and identifying fatigue in others.

This unit addresses non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of remote system operators and contributes to safe and effective performance in complex operational environments.

Operations are conducted as part of commercial and military remote operated system 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Monitor and control remote pilot aircraft systems through aircraft instrumentation systems

- 1.1 Instrumentation necessary for the maintenance of stable flight are allocated to onboard automation systems
- 1.2 Supervision and control of systems are monitored effectively and communicated to other team members
- 1.3 Mode selections for automated systems are used appropriately accounting for own personal performance
- 1.4 Communication is maintained with all flight personnel in accordance with organisation procedures and legislative requirements
- 1.5 Information necessary to perform remote pilot aircraft system functions are interpreted and used for safe operation
- 1.6 Information needed for pilot decision making is assessed for accuracy and applied to maintain command
- 1.7 Situational awareness is maintained for the duration of the flight

2 Perform pilot duties using machine-human interface

- 2.1 Controlled flight is maintained using automated systems as appropriate
- 2.2 Onboard camera is used for flight control tasks where the camera is aligned with the longitudinal axis of the remote pilot aircraft system
- 2.3 Control station is monitored and configured to assess the status of the remote pilot aircraft system to identify and respond to abnormal conditions
- 2.4 Awareness is maintained by the pilot on the status of the control station power supply and back-up as necessary
- 2.5 Remote pilot aircraft system is manoeuvred appropriately ensuring that obstacles and infrastructure

are avoided

- 2.6 Pilot vigilance is maintained fully during extended periods of low workload
- 2.7 Control of the remote pilot aircraft system is transferred effectively between pilots during extended flight operations
- 2.8 Threats and emergency situations are addressed following flight procedures ensuring the safety of people and infrastructure

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

No equivalent unit.

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>

Assessment Requirements for AVIF0019 Implement complex human factors in remote pilot aircraft systems beyond visual line of sight (BVLOS)

Modification History

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 in beyond visual line of sight (BVLOS) environments in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards in BVLOS operations
- applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting remote pilot aircraft systems displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques for monitoring remote pilot aircraft systems, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- undertaking fault finding in remote pilot aircraft systems
- using automated systems to manage workload in BVLOS operations
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- definition of human factors
- situational awareness in BVLOS operations, including:
 - adaptation to environment
 - field of view
- human-machine interface principles
- decision making and assertiveness
- instrument-only flying in BVLOS
- loss of human sensing
- complacency and mode awareness in BVLOS operations
- fatigue and fatigue risk management
- control station interface with remote pilot aircraft systems
- stages of flight and human-machine interface
- contingency procedures in event of emergency
- communication in single and multi-crew BVLOS operations, including:
 - flight team members
 - observers
 - other pilots
 - air traffic control (ATC) where required
- data links and maintaining connectivity
- loss of natural sensing in pilot duties
- pilot error in BVLOS
- threat and error management (TEM)
- collision avoidance and separation procedures
- perceptual illusions or distortions related to onboard cameras
- response times to external data from remote pilot aircraft systems
- data link management
- reliance on automation
- BVLOS remote pilot responsibilities
- navigation in remote pilot BVLOS operations
- WHS procedures and relevant regulations
- Civil Aviation Safety Authority (CASA) Manual of Standards (MOS) regulations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0020 Manage human factors and situational awareness in an aviation operational environment

Modification History

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to manage human factors and situational awareness in an aviation operational environment in compliance with relevant regulatory, requirements and organisational practices.

It includes managing human performance and communicating effectively within an aviation environment. It also includes maintaining situational awareness, assessing situations and making decisions, setting priorities and managing tasks, and working with others in managing situational awareness.

This unit addresses non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of aviation operators and contributes to safe and effective performance in complex operational environments.

Operations are conducted as part of aviation operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Manage human performance

1.1 Pre- and post-operational personal condition is managed to ensure safe and effective performance

1.2 Individual performance when conducting system operations is monitored against workplace standards, procedures and requirements

1.3 Degradation of physiological condition is recognised and appropriate strategies are implemented to ensure safe task outcome

1.4 Degradation of psychological condition is recognised and appropriate strategies are implemented to ensure safe task outcome

1.5 Sources of stress are identified and managed to maintain a safe operating environment

1.6 Limitations to personal performance are communicated to others where necessary to maintain a safe operating environment

2 Communicate effectively

2.1 Effective listening skills are applied

2.2 Questions are used to gain additional information and to clarify understanding

2.3 Information received is clarified as required, interpreted, and accurately communicated or reported with due observation of ethics and protocols required of the operational environment

2.4 Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crews

2.5 Appropriate protocols and procedures are followed when using communications systems during routine and contingency operations

2.6 Responses are sought from and provided to others in a timely manner

- 3 Maintain situational awareness**
 - 3.1** Continuous monitoring of all critical factors relevant to the safe completion of task is undertaken
 - 3.2** Effective visual scan is applied, personnel interaction is maintained, and radio, inter-personnel communication, traffic information is used appropriately
 - 3.3** Trends towards unsafe situations are recognised and appropriate corrective action is employed in accordance with workplace procedures and regulatory requirements
 - 3.4** Breakdown in situational awareness is identified and appropriate corrective action is implemented to regain control

- 4 Assess situations and make decisions**
 - 4.1** Operational threats, errors and undesired system states are identified and analysed
 - 4.2** Operational risks are assessed and reported in accordance with workplace procedures and regulatory requirements
 - 4.3** Potential solutions are identified and control measures are determined and implemented
 - 4.4** Determined plan of action is communicated and tasks are allocated to others as appropriate
 - 4.5** Plan of action is implemented and monitored to achieve optimum outcomes
 - 4.6** Plan of action and implementation process are re-evaluated and amended as required to achieve optimum task outcomes
 - 4.7** Extended operational changes resulting from action plan and related risks are monitored and managed to ensure a safe task outcome

- 5 Set priorities and manage tasks**
 - 5.1** Priorities and workload are organised to ensure completion of all tasks relevant to operational safety and effectiveness
 - 5.2** Critical events and tasks are anticipated and managed to ensure completion within available time constraints
 - 5.3** System automation is used to reduce workload and to improve ability to perform mental and manipulative activities safely

- 5.4 Fixation on single actions/functions is minimised
- 5.5 Degraded human performance factors are identified and appropriate actions are taken to manage degraded performance of self or in others when necessary
- 6 **Work with others in managing situational awareness**
 - 6.1 Collaboration with others is undertaken to ensure safe completion of task
 - 6.2 Effective and efficient communications and interpersonal relationships are established and maintained with all stakeholders to ensure safe task outcome
 - 6.3 Team members are encouraged to participate in and contribute to safe task outcome
 - 6.4 Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe situations that may develop during the task

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

No equivalent unit.

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>

Assessment Requirements for AVIF0020 Manage human factors and situational awareness in an aviation operational environment

Modification History

Release 2. This is the second 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:

- applying effective listening techniques
- applying effective questioning techniques to obtain and clarify information while communicating with others
- identifying symptoms of deterioration in own physiological condition that might endanger the safety of operations and taking appropriate corrective action
- identifying symptoms of deterioration in own psychological condition that might endanger safety of operations and taking appropriate corrective action
- maintaining compliance with relevant regulatory requirements including avoiding alcohol and drugs before and when conducting operations
- managing and controlling stress before and when conducting operations
- managing aspects of lifestyle that may impact on personal performance
- managing and monitoring own physical performance
- managing and monitoring own psychological performance
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- recognising degraded human performance factors and applying appropriate management techniques
- setting priorities and managing workload to ensure safe task completion in available time
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aspects of lifestyle that may adversely influence personal physiological condition
- aspects of lifestyle that may adversely influence personal psychological condition

- decision-making processes relevant to operations
- effective communication techniques
- effects of stress on human performance and ways of managing and controlling stressors that may impact on operations, including:
 - concepts of fatigue
 - environmental stress symptoms, causes and effects
 - ergonomics of control systems and instruments
 - principles of stress management
 - short- and long-term stressor effects on performance
 - stress and arousal interaction
- factors that may influence human performance during operations
- human performance and its limitations
- the senses, memory and situational awareness
- relevant work health and safety (WHS) and regulations applicable to operations
- relevant sections of national regulatory and legislative requirements, including:
 - human factors limitations
 - physical examination requirements
 - medical clearances, where necessary
- requirements for reporting and documenting safety incidents and safety critical errors that may have occurred during an operation
- team coordination, including:
 - basic principles of team coordination
 - verbal and non-verbal communication factors
 - barriers to communication
 - listening skills
 - assertion skills
 - factors affecting decision-making processes
 - poor team coordination factors
- communication, including:
 - attitude
 - personality
 - judgement
- leadership style
- leadership qualities
- visual scanning techniques.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0021 Manage human factors in remote pilot aircraft systems operations

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 human factors in remote pilot aircraft systems (RPAS) operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing personal performance, communicating effectively within an aviation environment, and recognising threats and errors.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Manage human performance

1.1 Individual performance when conducting remote system operations is monitored against operational requirements

1.2 Degradation of physiological condition is recognised and appropriate strategies implemented to ensure safe outcome

1.3 Signs of stress are identified and managed to maintain a safe operating environment

1.4 Limitations to personal performance are communicated to others where necessary to maintain a safe operating environment

1.5 Signs of personal fatigue are identified and managed to maintain a safe operating environment

2 Communicate effectively

2.1 Effective listening skills are applied

2.2 Questions are used to gain additional information and to clarify understanding of remote pilot aircraft system mission

2.3 Information received is clarified, as required, interpreted and accurately communicated or reported with due observation of the operational environment

2.4 Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crews

2.5 Appropriate protocols and procedures are followed when using communications systems during routine and contingency remote system operations

2.6 Effective communication is maintained with stakeholders

3 Recognise and respond to actual and potential threats and errors

3.1 Potential environmental or operational threats and errors that are likely to affect the safety of RPAS flight are recognised

3.2 Hazards are identified, risks are assessed and hazard

management is implemented

- 3.3 Actual environmental or operational threats that affect the safety of RPAS flight are recognised
- 3.4 Competing operational priorities and task demands that may represent a threat to the safety of RPAS flight are identified
- 3.5 Threat countermeasures are identified and implemented
- 3.6 RPAS flight progress and effect of countermeasures are monitored and assessed to ensure a safe outcome
- 3.7 Alternative countermeasures are identified and implemented, and effectiveness of countermeasures are re-evaluated
- 3.8 Checklists and standard operating procedures are implemented to prevent RPAS handling, procedural or communication errors
- 3.9 Committed errors are identified and responded to before aircraft enters an undesired state
- 3.10 RPAS are monitored using a systematic scan technique to collect and analyse flight information for potential or actual error recognition purposes
- 3.11 RPAS operating environment is monitored to collect and analyse flight information for potential or actual error recognition purposes
- 3.12 Own performance is self-monitored to recognise potential or actual error occurrence
- 3.13 Countermeasure implementation is undertaken to prevent or correct errors before RPAS enters an undesired state
- 3.14 Countermeasure implementation is undertaken to prevent or correct errors after RPAS enters an undesired state

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 but is equivalent to AVIF0013 Manage human factors in remote pilot aircraft systems 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>

Assessment Requirements for AVIF0021 Manage human factors in remote pilot aircraft systems operations

Modification History

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
- applying effective listening techniques when managing human factors in remote pilot aircraft systems (RPAS) operations
- applying effective questioning techniques to obtain information and clarify information while communicating with others
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant air safety practices and regulations
- communicating effectively with others
- identifying symptoms of deterioration in own physiological condition that might endanger the safety of RPAS operations and taking appropriate corrective action
- identifying symptoms of deterioration in own psychological condition that might endanger safety of RPAS operations and taking appropriate corrective action
- identifying and rectifying undesired RPAS states:
 - incorrect RPAS configuration associated with a reduced margin of safety
 - inappropriate RPAS flight mode awareness and selection
 - misapplication of flight controls
 - pilot induced aircraft position
 - pilot induced speed deviation
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- maintaining compliance with relevant regulatory requirements including avoiding alcohol and drugs before and when conducting RPAS operations
- managing and controlling stress before and when conducting RPAS operations
- managing aspects of lifestyle that may impact on personal performance
- managing and monitoring own physical performance
- managing and monitoring own psychological performance
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action

- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- recognising and responding to actual and potential RPAS threats and errors
- recognising signs of fatigue and applying appropriate fatigue management techniques
- reporting or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- setting priorities and managing workload to ensure safe task completion in available time
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aeronautical decision-making processes relevant to RPAS operations
- aspects of lifestyle that may adversely influence personal physiological condition
- aspects of lifestyle that may adversely influence personal psychological condition
- crew coordination:
 - basic principles of crew coordination
 - verbal and non-verbal communication factors
 - barriers to communication
 - listening skills
 - assertion skills
 - factors affecting decision-making processes
 - communication:
 - attitude
 - personality
 - judgement
 - leadership style
 - leadership qualities
 - poor crew coordination factors
- effective communication techniques
- effects of stress on personal performance and ways of managing and controlling stressors that may impact on RPAS operations:
 - concepts of fatigue
 - environmental stress symptoms, causes and effects
 - ergonomics of control systems and instruments

- principles of stress management
- short- and long-term stressor effects on performance
- stress and arousal interaction
- error management, including error types, causes and consequences
- human factors that may influence personal performance during RPAS operations
- human performance and its limitations, including the senses, memory and situational awareness
- in a Defence context, relevant Defence Orders and Instructions
- relevant work health and safety (WHS) procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders:
 - human factors limitations
 - physical examination requirements
 - medical clearances
- requirements for reporting and documenting safety incidents and safety critical errors that may have occurred during an RPAS mission
- RPAS flight instruments visual scanning techniques
- undesired RPAS states:
 - incorrect RPAS configuration associated with a reduced margin of safety
 - inappropriate RPAS flight mode awareness and selection
 - misapplication of flight controls
 - RPAS pilot induced aircraft position
 - RPAS pilot induced speed deviation.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0022 Maintain work health and safety procedures in remote pilot aircraft systems

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 maintain work health and safety (WHS) procedures in remote pilot aircraft systems (RPAS) beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying and reporting hazards and risks, contributing to managing aviation WHS, and completing WHS records.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aviation WHS duties of flight and ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Identify and report hazards and risks with BVLOS operations

1.1 BVLOS hazards and risks to operational objectives are identified

1.2 Hazard type and risk components are identified and dealt with in accordance with workplace standards and regulatory requirements

1.3 Hazards and risks in the workplace are reported to appropriate personnel in accordance with workplace procedures and regulatory requirements

1.4 Established emergency procedures and contingency plans in BVLOS operations are followed in an emergency

2 Contribute to managing aviation WHS/OHS in BVLOS operation

2.1 Fatigue risks are identified and communicated to designated personnel in accordance with workplace procedures and regulatory requirements

2.2 Other WHS issues are identified and communicated to designated personnel in accordance with workplace procedures and relevant WHS legislation

2.3 Participative contributions to WHS management in the workplace are made, in accordance with workplace procedures and provisions of relevant legislation

3 Complete WHS records

3.1 WHS records for own performance are completed in accordance with workplace requirements

3.2 WHS records and regulatory requirements for maintaining records of workplace injury and diseases are followed

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

No equivalent unit

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>

Assessment Requirements for AVIF0022 Maintain work health and safety procedures in remote pilot aircraft systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying fatigue risk management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- communicating with designated work health and safety (WHS) representatives
- implementing contingency plans
- implementing WHS procedures and relevant regulations
- interpreting and following relevant instructions, regulations, procedures and information
- modifying activities depending on operational contingencies, risk situations and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- activities that may require modification in accordance with emergency situation
- common and site-specific signs and signals used for safety warnings
- definitions of a hazard and risk in relation to aviation work areas
- emergency and evacuation procedures relevant to own role

- formal and informal means of participating in promoting WHS
- hierarchy of control and own level of responsibility and process to action controls
- how to identify causes of fatigue
- how to identify WHS issues and reporting procedures for unsafe situations
- impacts of fatigue on work performance
- process for reporting PPE that is not fit for purpose
- rationale and processes for data capture through WHS documentation
- rationale and use of PPE and clothing
- regulatory requirements for reporting WHS
- reporting process for communicating fatigue risk
- reporting requirements and protocols in own workplace
- risk and consequence analysis process and controls to mitigate risks
- role and function of WHS committees, consultative committees, planning and purchasing committees
- role of aviation emergency services
- roles and functions of individuals in WHS committees
- selection and correct fitment of PPE
- safety culture and safety philosophies
- site layout and obstacles
- strategies for managing fatigue risks in an aviation workplace
- types of ground-based aviation hazards
- workplace procedures for communicating WHS issues, legislation and regulatory requirements, including:
 - dangerous goods regulations
 - general duty of care under WHS legislation
 - relevant state/territory WHS legislation
 - workers' compensation regulations
 - workplace personnel
 - workplace relations regulations
- designated personnel, including:
 - management
 - relevant nominated personnel
 - supervisors
 - team leaders
 - WHS personnel.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0023 Apply aircraft safety procedures

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 inspect and report on aerodrome serviceability in compliance with the relevant in compliance with relevant regulatory requirements and national standards.

It includes preparing for airside operations, operating around aircraft, implementing aviation safety emergency procedures, and reporting hazards and risk control effectiveness.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for airside operations

1.1 Suitable personal protective equipment (PPE) and clothing is fitted and worn correctly

1.2 Airside hazards are identified and appropriate risk management controls implemented

1.3 Airside operating conditions and restrictions, and interim instructions are confirmed and applied to individual tasks

1.4 Airside safety and operational briefings are received and acknowledged prior to operating around aircraft

2 Operate around aircraft

2.1 Airside operating conditions and requirements are implemented

2.2 Airside access and aviation security procedures are applied

2.3 Aircraft manoeuvring practices are confirmed

2.4 Aircraft safety hazards and zones are confirmed

2.5 Effective individual safety controls are implemented during operations within close proximity to aircraft

2.6 Normal and emergency aircraft access and egress procedures are confirmed and applied during airside operations

2.7 Appropriate verbal and non-verbal communication techniques are applied with flight crew and other ground personnel during routine and abnormal operations

3 Implement aviation safety emergency procedures

3.1 Airside incident or accident is identified and communicated to relevant personnel

3.2 Individual emergency response actions are taken to preserve own safety

3.3 Appropriate individual response actions are taken to assist other airside personnel during incidents or accidents

3.4 Post-incident or accident procedures are clarified and applied, and their implementation is reported to relevant personnel

- 3.5** Hazards identified are reported 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0001 Apply aircraft safety procedures.

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>

Assessment Requirements for AVIF0023 Apply aircraft safety procedures

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adhering to airside operating conditions and requirements
- applying aircraft access and egress procedures, including:
 - normal
 - emergency
- applying individual airside access procedures
- applying individual aviation security procedures
- fitting and wearing aviation personal protective equipment (PPE), including:
 - eye protection
 - fire and flame-resistant clothing
 - footwear
 - hearing protection
 - high visibility clothing
- identifying and reporting airside hazards and risk control effectiveness, including:
 - ground safety:
 - noise
 - zones
 - aircraft jet blast and downwash
 - personnel, vehicle, building and aircraft proximity and safety distances
 - fuel and oil spillage
 - human factors:
 - fatigue
 - individual health
 - day and night operations
 - aircraft operations:
 - loading and unloading
 - taxiing or air transit of aircraft

- environmental:
 - natural
 - man-made
 - weather
- implementing individual aviation safety emergency procedures, including:
 - incident response
 - accident response
 - post-incident and accident actions
 - reporting
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting relevant instructions, regulations, procedures and other information
- performing airside operational tasks around aircraft
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- receiving airside briefings, including:
 - airside safety
 - airside operational tasks.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft access and egress procedures, including:
 - normal
 - emergency
- airside communication techniques, including:
 - verbal
 - non-verbal
- airside hazards, including:
 - ground safety
 - aircraft operations
 - environmental
- airside operational tasks applicable to own role:
 - aviation maintenance
 - ground support tasks
- airside safety
- flight crew
- airside operational environment, including:
 - aerodrome types

- aircraft manoeuvring practices
- airfield lightings, signals, markers and beacons
- control towers
- movement areas
- runways
- tarmacs
- vehicle movement
- correct fitment and wearing of aviation PPE:
 - eye protection
 - fire and flame-resistant clothing
 - footwear
 - hearing protection
 - high visibility clothing
- individual airside access procedures
- individual aviation security procedures
- individual aviation safety emergency procedures:
 - incident response
 - accident response
 - post-incident and accident actions
- individual risk management controls for airside operations
- hazard identification reporting procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0024 Provide first aid in an aviation environment

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 provide first aid in an aviation environment in compliance with relevant regulatory requirements and national operating standards.

It includes responding to an inflight emergency, applying appropriate inflight first aid procedures, communicating incident details, and evaluating incident and own performance.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Respond to an inflight first aid emergency

- 1.1 Inflight first aid emergencies are recognised
- 1.2 Immediate hazards to health and safety of self and others are identified, assessed and managed
- 1.3 A systematic patient assessment allowing for quick identification of at-risk patients is completed
- 1.4 Situation is assessed and assistance is sought from other flight crew or aviation support services

2 Apply appropriate inflight first aid procedures

- 2.1 Cardiopulmonary resuscitation (CPR) is performed in accordance with Australian Resuscitation Council (ARC) guidelines
- 2.2 Inflight first aid is provided in accordance with established first aid principles
- 2.3 Respectful behaviour towards casualty is displayed
- 2.4 Consent from casualty is obtained where possible
- 2.5 Available aircraft resources and equipment are used to make casualty as comfortable as possible
- 2.6 First aid equipment is operated in accordance with manufacturer instructions
- 2.7 Casualty's condition is monitored continuously and responded to in accordance with first aid principles

3 Communicate incident details

- 3.1 Incident and patient details are accurately conveyed to emergency response services
- 3.2 Details of incident are reported to workplace supervisor as appropriate
- 3.3 Comprehensive patient records are completed and confidentiality of these records and information is maintained in accordance with statutory and/or organisational policies

- | | |
|---|--|
| 4 Evaluate impact of incident on own performance | 4.1 Possible psychological impacts on self and other responders involved in critical incidents are recognised |
| | 4.2 Individual needs are addressed in debriefing participation |

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 AVIF0002 Provide first aid in an aviation environment.

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>

Assessment Requirements for AVIF0024 Provide first aid in an aviation environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- communicating effectively with others
- implementing work health and safety (WHS) procedures and relevant regulations
- performing cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines, including:
 - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
 - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles of both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
 - responding appropriately in a regurgitation or vomiting
 - managing an unconscious breathing casualty
 - following single rescue procedure, including demonstrating a rotation of operators with minimal interruptions to compressions
 - following the prompts of an automated external defibrillator (AED)
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding to at least two inflight first aid emergencies, including:
 - conducting a visual and verbal assessment of the casualty
 - applying safe manual handling techniques
 - participating in a post-incident debrief and evaluation
 - providing an accurate verbal or written incident report.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft first aid resources and equipment, including:

- aircraft first aid kits
- aviation life support equipment
- aviation human factors, including:
 - aspects of lifestyle that may adversely influence personal physiological conditions inflight:
 - atmospheric pressure changes
 - deep vein thrombosis (DVT) and other potential physiological hazards of air flight disease
 - fatigue
 - hyperventilation
 - intoxication
 - lack of oxygen due to cabin depressurisation or problems with air supply
 - personal injury
 - physical fitness
 - physical illness
 - spatial disorientation
 - visual illusions
 - aspects of lifestyle that may adversely influence personal psychological conditions inflight:
 - mental illness
 - grief
 - trauma
 - interpersonal conflict
 - overwork
 - anxiety
 - uncontrolled fear response
 - uncontrolled stress
 - secondary effects of illness, disease or injury
- CPR techniques in accordance with ARC guidelines
- considerations when providing first aid, including:
 - airway obstruction due to body position
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - chain of survival
 - standard precautions
 - how to conduct a visual and verbal assessment of the casualty
- legal, workplace and community considerations, including:
 - awareness of potential need for stress-management techniques and available support following a first aid emergency
 - duty of care requirements

- respectful behaviour towards a casualty
- own skills and limitations
- consent
- privacy and confidentiality requirements
- importance of debriefing
- principles and procedures for managing the following first aid scenarios:
 - allergic reaction
 - anaphylaxis
 - bleeding control
 - cardiac arrest
 - cardiovascular
 - choking and airway obstruction
 - ear, nose and throat (ENT) conditions
 - fractures, sprains and strains, using arm slings, roller bandages or other appropriate immobilisation techniques
 - musculoskeletal
 - neurological
 - pathological control
 - psychiatric
 - respiratory distress, including asthma
 - shock
 - urological
 - vasovagal
 - infectious disease
- state/territory regulations, first aid codes of practice and workplace procedures, including:
 - ARC guidelines relevant to provision of CPR and first aid
 - safe work practices to minimise risks and potential hazards
 - infection control principles and procedures, including use of standard precautions
 - requirements for currency of skills and knowledge.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0026 Implement aviation risk management processes

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 implement aviation risk management processes in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying, controlling, monitoring and reviewing the effectiveness of risk management processes as part of a safety management system (SMS).

Work involves managing the effects of uncertainty on objectives using an SMS within a variety of operational contexts within the Australian aviation industry.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties that complement the technical skills of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

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

F – Safety 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 Identify aviation hazards and assess risk | <p>1.1 Hazards are identified through organisational methods in accordance with workplace standards</p> <p>1.2 Stakeholders are identified and involved in the risk assessment process</p> <p>1.3 Likelihood and consequence of hazards are assessed and ranked against established organisational risk assessment criteria</p> |
| 2 Identify risk controls | <p>2.1 Controls that reduce risk to as low as reasonably practicable (ALARP) are identified in accordance with workplace policies and procedures</p> <p>2.2 Risk management action plan is developed and communicated to all stakeholders</p> <p>2.3 Risk management documentation is completed and checked for accuracy</p> |
| 3 Control aviation risk | <p>3.1 Risk control selections are determined with consideration of effect on stakeholders</p> <p>3.2 Risk control methods are communicated to stakeholders</p> <p>3.3 Selected risk control method/s is implemented, monitored and evaluated</p> |
| 4 Monitor and review effectiveness of risk control | <p>4.1 Implemented risk controls are regularly monitored against measures of success/effectiveness</p> <p>4.2 Assistance is provided to review risk in own area of operation</p> <p>4.3 Management of risk is continuously monitored and reviewed in own area of operation</p> <p>4.4 Review results are used to improve risk control</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0004 Implement aviation risk management processes.

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>

Assessment Requirements for AVIF0026 Implement aviation risk management processes

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required actions to minimise and control the effects of risk when carrying out own work functions
- communicating effectively with others
- determining appropriate risk levels and control methods through effective decision making
- developing a well-researched, clear and comprehensive risk management plan
- identifying risk controls
- implementing risk management processes to safely achieve operational objectives
- reading and comprehending a variety of safety/technical texts
- researching and collecting data to monitor and evaluate risks
- solving problems to appropriately address identified risks
- using at least one of the following organisational methods to identify aviation hazards:
 - brainstorming
 - hazard reporting
 - historical occurrence data
 - internal/external safety reviews
 - monitoring operational activities
 - reviewing standards, procedures and systems
 - surveys and questionnaires
- working collaboratively with others
- writing, editing and proofreading documents to ensure clarity of meaning, accuracy and consistency of information.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Australian and international risk management standards

- aviation hazard identification methods
- aviation risks, including:
 - regulatory
 - hardware
 - environmental
 - personnel
- likelihood criteria for risk
- hierarchy of risk control, including:
 - elimination
 - substitution
 - engineered controls
 - administrative controls
 - personal protective equipment (PPE)
- consequences of risk criteria
- hierarchy of risk control methods
- key provisions of relevant national and state/territory legislation, regulations and codes of practice that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - privacy
 - environmental issues
 - work health and safety (WHS) and organisational policies and procedures relating to risk management processes and strategies, such as Defence Orders, Instructions and Publications
 - auditing requirements relating to risk management
 - safety management systems (SMSs), including Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- risk assessment and analysis techniques and tools
- risk management processes within an aviation SMS.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate 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>

AVIF0027 Implement aviation fatigue risk management processes

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 implement aviation fatigue risk management processes in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying, controlling, monitoring and reviewing the effectiveness of fatigue risk management processes as part of a safety management system (SMS).

Work involves managing the effects of fatigue on operational objectives using an SMS within a variety of operational contexts within the Australian aviation industry.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties that complement the technical skills of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

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

F – Safety 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 Identify fatigue hazards and assess risk | <p>1.1 Fatigue hazards are identified through organisational methods in accordance with workplace standards</p> <p>1.2 Stakeholders are identified and involved in the risk assessment process</p> <p>1.3 Likelihood and consequence of fatigue hazards are assessed and ranked against established organisational risk assessment criteria</p> |
| 2 Identify fatigue risk controls | <p>2.1 Controls that reduce fatigue risk to as low as reasonably practicable (ALARP) are identified in accordance with workplace policies and procedures</p> <p>2.2 Fatigue risk management documentation is completed and checked for accuracy</p> <p>2.3 Fatigue risk management action plan is developed and communicated to all stakeholders</p> |
| 3 Control fatigue risk | <p>3.1 Control selection is determined with consideration of effect on stakeholders</p> <p>3.2 Fatigue risk control methods are communicated to stakeholders</p> <p>3.3 Selected control method is implemented, monitored and evaluated</p> |
| 4 Monitor and review effectiveness of fatigue risk control | <p>4.1 Implemented risk controls are regularly monitored against measures of success/effectiveness</p> <p>4.2 Assistance is provided to review fatigue risk in own area of operation</p> <p>4.3 Management of fatigue risk is continuously monitored and reviewed in own area of operation</p> <p>4.4 Review results are used to improve fatigue risk control</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0005 Implement aviation fatigue risk management processes.

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>

Assessment Requirements for AVIF0027 Implement aviation fatigue risk management processes

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required actions to minimise and control the effects of fatigue when carrying out own work functions
- applying legislative restrictions on work duties to assist in managing fatigue
- communicating effectively with others
- determining appropriate fatigue risk levels and control methods through effective decision making
- determining and appropriately managing factors external to the workplace that may affect individual fatigue
- identifying and accurately predicting the effects of duty periods and off-duty periods on individual and team/crew fatigue
- identifying controls for treating fatigue risks
- implementing fatigue risk management processes to safely achieve operational objectives
- monitoring and reviewing effectiveness of fatigue risk controls
- reading and comprehending a variety of safety/technical texts
- researching and collecting data to monitor and evaluate risks
- solving problems to appropriately address identified fatigue risks
- writing, editing and proofreading documents to ensure clarity of meaning, accuracy and consistency of information.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Australian and international aviation fatigue risk management standards
- change management procedures
- communication techniques and strategies to assist team/crew members identify and manage fatigue
- definitions of key terms utilised within fatigue risk management processes

- effects of fatigue on workplace performance
- fatigue hazard causes, including:
 - restricted/split sleep patterns
 - multiple high workload periods across duty cycle
 - multiple sectors
 - high density airspace
 - long/extended duty cycles
 - extended wakefulness
 - circadian disruptions
 - circadian drift
 - individual workload:
 - physiological human factors
 - psychological human factors
- fatigue hazard identification procedures, including:
 - predictive
 - proactive
 - reactive
- fatigue risk likelihood
- fatigue risk assessment and analysis techniques and tools
- fatigue risk management processes within a safety management system (SMS)
- fatigue consequences
- fatigue risk control measures
- key provisions of relevant national and state/territory legislation, regulations, codes of practice, and workplace procedures related to fatigue risk management, such as:
 - Civil Aviation Orders
 - Defence Orders, Instructions and Publications
- work health and safety (WHS) procedures
- workplace standards, including current Australian Standard (AS)/New Zealand Standard (NZS) International Standard Organization (ISO) risk management standard safety promotion procedures
- security and safety implications of fatigue in the aviation workplace
- signs of fatigue in others in the aviation workplace
- sources of information on fatigue and fatigue management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0028 Manage aviation risk

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 aviation risk, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes establishing the risk management context, planning for risk management, managing risk and evaluating the risk management plan.

Work involves managing the effects of uncertainty on objectives using a safety management system (SMS) within a variety of operational contexts within the Australian aviation industry.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties that complement the technical skills of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

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

F – Safety 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 Establish risk management context

- 1.1 Nature and extent of aviation operational activity, its objectives and outcomes are established within the organisational context
- 1.2 Strategic and risk management context are identified in accordance with organisational requirements
- 1.3 Stakeholders are identified and consulted to ensure their views, concerns and needs are taken into account in the risk management process
- 1.4 Criteria for assessing aviation risk are determined in accordance with workplace standards
- 1.5 Risk management criteria is determined to provide guidance on balancing risk, costs, benefits and opportunities
- 1.6 Risk management criteria are monitored, reviewed and adjusted to ensure opportunities and current and emerging trends are reflected

2 Plan for risk management

- 2.1 Sources of risks are identified and consulted to ensure full coverage
- 2.2 Risks are assessed and documented in consultation with stakeholders, and risk level thresholds are established
- 2.3 Risk controls are considered/modified and selected for acceptability
- 2.4 Risk management plan and evaluation methodology is developed and communicated to stakeholders

3 Monitor and evaluate aviation risk

- 3.1 Aviation risk management plan is implemented and monitored in accordance with workplace standards
- 3.2 Internal and external risks to outcomes are monitored and remedial actions are identified, as required, and initiated
- 3.3 Risk management plans are reviewed routinely, on occurrence of events of significant importance to the

organisation and when required by regulatory practice

- 3.4 Stakeholder feedback is obtained and considered in evaluation activity
- 3.5 Recommendations for enhancing risk management plan are formulated and implemented
- 3.6 Outcomes of evaluation are effectively communicated to stakeholders

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 AVIF0006 Manage aviation risk.

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>

Assessment Requirements for AVIF0028 Manage aviation risk

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying effective verbal/non-verbal communication techniques when engaging with internal/external stakeholders
- applying procedures relating to work health and safety (WHS) and the environment in the context of aviation risk management
- applying relevant legislation, regulations and policies, such as:
 - relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders) relating to safety management systems (SMSs)
 - Defence Orders and Instructions
 - national, state/territory WHS legislation
- developing a risk management plan that must include:
 - analysis of risks – likelihood, consequences and risk levels
 - control options selected
 - person/s responsible for implementing control options
 - performance measures
 - periodic review timetable
 - prioritised list of unacceptable risks
 - resources required
 - sources of risk and risk events
 - timeframe for implementation
- delegating task responsibilities related to risk management processes
- engaging in discussion by exchanging complex oral information
- evaluating risk that:
 - comply with established legal requirements
 - consider cost-benefit analysis outcomes
 - establish risk rankings to determine levels of acceptability
- listening effectively when engaging with internal/external stakeholders
- researching and analysing the wider context affecting the aviation industry and/or organisation

- solving problems through analysis and reasoning
- explaining complex, formal documents and assisting others to apply these documents in the workplace
- using appropriate formal language and style for written plans.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Australian and international risk management standards
- aviation risk assessment, including:
 - likelihood criteria:
 - rare
 - unlikely
 - possible
 - likely
 - almost certain
 - consequence criteria:
 - negligible
 - minor
 - major
 - moderate
 - severe
- hierarchy of control
- aviation risk management processes, which are:
 - logical and systematic
 - applied to any strategy plan, process, program or procedure that will enable the organisation to minimise losses and to maximise opportunities
 - applied within existing aviation safety management systems (SMSs)
 - implemented to address operational and safety factors related to:
 - regulatory
 - hardware
 - environmental
 - personnel
- organisational context, including:
 - key organisational operational elements and services
 - official resources vital to the operation of the organisation, including physical areas and assets
 - organisation, how it is organised and its capabilities
- strategic and risk management context, including:

- organisational functions:
 - political
 - operational
 - financial
 - social
 - legal
 - commercial
 - various stakeholders and clients
- relationship between the organisation and the environment in which it operates
- air traffic control (ATC)
- relevant personnel, including:
 - clients
 - contractors
 - employees
 - financial agencies
 - government agencies
 - managers
 - non-government organisations
 - public
 - regulatory agencies
 - safety management organisations
 - suppliers
 - service providers
 - unions
 - stakeholders
- diversity of risks in the aviation industry
- importance of consultation and communication at every stage of the risk management cycle
- legal requirements, legislation, regulations, policies, procedures and guidelines relating to aviation risk management
- workplace standards, including AS/NZ ISO 31000:2018 Risk management - Guidelines or as amended/updated
- range of evaluation methodologies
- relationship of risk to context i.e. how the context may define the risks
- sources of risk, including:
 - perceived
 - potential
 - actual
- evaluation methods.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIF0029 Implement threat and error management strategies

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 implement threat and error management (TEM) strategies in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes recognising and managing actual and potential threats, recognising and managing actual and potential errors, and recognising and managing undesired aircraft states.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|--|--|
| outcomes. | demonstrate achievement of the element. |
| 1 Recognise and manage actual and potential threats | 1.1 Potential environmental or operational threats likely to affect flight safety are identified |
| | 1.2 Actual environmental or operational threats that affect flight safety are identified |
| | 1.3 Competing operational priorities and task demands that may represent a threat to flight safety are identified |
| | 1.4 Countermeasures to manage threats are identified and implemented |
| | 1.5 Flight progress and effect of countermeasures are monitored and assessed to ensure a safe outcome |
| | 1.6 Alternative countermeasures are identified and implemented, and effectiveness of countermeasures is re-evaluated for effectiveness |
| 2 Recognise and manage actual and potential errors | 2.1 Checklists and standard operating procedures (SOPs) are implemented to prevent aircraft handling, procedural or communication errors |
| | 2.2 Committed errors are identified and responded to before aircraft enters an undesired state |
| | 2.3 Aircraft systems are monitored using a systematic scan technique to collect and analyse flight information for potential or actual error recognition purposes |
| | 2.4 Flight operating environment is monitored to collect and analyse flight information for potential or actual error recognition purposes |
| | 2.5 Individual or team performance is monitored to recognise potential or actual error occurrence |
| | 2.6 Countermeasure implementation and supervision are undertaken to prevent errors before aircraft enters an undesired state |
| | 2.7 Countermeasure implementation and supervision are undertaken to correct errors after aircraft enters an undesired state |
| 3 Recognise and manage undesired aircraft states | 3.1 Undesired aircraft states are recognised |

- 3.2 Individual and team tasks are prioritised to ensure an undesired aircraft state is managed effectively
- 3.3 Corrective actions to recover from an undesired aircraft state are applied in a safe and timely manner
- 3.4 Undesired aircraft states are reported and recorded as required in accordance with applicable 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0007 Implement threat and error management strategies.

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>

Assessment Requirements for AVIF0029 Implement threat and error management strategies

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying active listening techniques to others in the operational environment
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- delegating duties and tasks
- determining and implementing appropriate countermeasures
- giving and receiving instructions related to implementing threat and error management (TEM) strategies
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting relevant instructions, regulations, procedures and information
- maintaining situational awareness
- making timely operational decisions
- modifying activities depending on operational contingencies, risk levels and environments
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding to feedback from other flight or ground crew
- reporting and rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- supervising others when implementing TEM strategies
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- application of situational awareness to identifying real or potential environmental or operational threats to aviation safety
- aspects of multi-crew operations that can prevent an undesired aircraft state
- effective communication during normal, abnormal and emergency situations
- leadership and supervision strategies
- recognition techniques and management strategies for:
 - actual and potential threats
 - actual and potential errors
 - undesired aircraft states
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to TEM
- removing and mitigating errors
- removing and mitigating threats
- safety philosophies
- task management, including:
 - workload organisation and priority setting to ensure optimum safe outcome of a flight
 - event planning to occur in a logical and sequential manner
 - anticipating events to ensure sufficient opportunity is available for completion
 - using technology to reduce workload and improve cognitive and manipulative activities
 - task prioritisation and protection while filtering and managing real time information
- TEM model, including:
 - principles and components of TEM
 - definition of threats
 - definition of errors
 - undesired aircraft states
 - TEM countermeasures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

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.

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 personal protective equipment (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>

AVIF0030 Manage safe flight operations

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 safe flight operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes maintaining an effective lookout, maintaining situational awareness, and assessing situations and making decisions. It also includes setting priorities, managing tasks and maintaining effective communications.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) for flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Maintain effective lookout | 1.1 Systematic visual scan techniques are applied at a rate determined by traffic density, visibility and terrain to maintain traffic separation |
| | 1.2 Radio listening watch is maintained and transmissions are interpreted to determine traffic location and intention |
| | 1.3 Airspace-cleared procedures are performed before commencing any manoeuvre |
| 2 Maintain situational awareness | 2.1 All aircraft systems are monitored using a systematic scan technique |
| | 2.2 Information is collected to facilitate ongoing system management |
| | 2.3 Flight environment is monitored for deviations from planned operations |
| | 2.4 Flight environment information is collected to update planned operations |
| 3 Assess situations and make decisions | 3.1 Problems affecting flight performance are identified and analysed |
| | 3.2 Potential solutions to flight performance problems are identified |
| | 3.3 Potential solutions and risks are assessed |
| | 3.4 Course of action is determined and communicated to flight crew, passengers and/or other personnel as required |
| | 3.5 Tasks are allocated and actioned to implement optimal course of action outcomes |
| | 3.6 Tasks are monitored for progress against determined course of action |
| | 3.7 Plan is re-evaluated as required to achieve optimal outcomes |
| 4 Set priorities and manage tasks | 4.1 Task workload and priorities are organised to ensure optimum outcome of the flight |

- 4.2 Events and tasks are planned to occur sequentially
 - 4.3 Events and tasks are anticipated to ensure sufficient opportunity for completion
 - 4.4 Technology is used to reduce workload and improve cognitive and manipulative activities
- 5 Maintain effective communication and interpersonal relationships**
- 5.1 Effective and efficient communication and interpersonal relationships are established and maintained with all stakeholders to ensure optimum flight outcome
 - 5.2 Objectives are defined and explained to stakeholders
 - 5.3 Appropriate levels of assertiveness are applied that ensure the optimum completion of a flight

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 AVIF0008 Manage safe flight 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>

Assessment Requirements for AVIF0030 Manage safe flight operations

Modification History

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:

- accepting responsibility for flight outcomes
- accepting responsibility for own performance
- applying relevant aeronautical knowledge
- implementing work health and safety (WHS) procedures and relevant regulations
- managing and mitigating risk
- managing contingency flight operations, including:
 - abnormal situations
 - emergency conditions
- monitoring flight path, aircraft configuration and systems to achieve desired performance using a systematic scan technique
- operating effectively as a crew member
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- selecting and using appropriate instruments, displays, communications equipment and aids
- taking initiative and responding to changing conditions
- using appropriate normal, abnormal and emergency aviation terminology.

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:

- crew coordination, including:
 - basic principles of crew coordination
 - verbal and non-verbal communication factors
 - barriers to communication
 - listening skills
 - assertion skills

- factors affecting decision-making processes
- communication, including:
 - attitude
 - personality
 - judgement
 - leadership style
- leadership qualities
- poor crew coordination factors
- effective decision-making processes, including:
 - identifying problems and causal factors
 - assessing component parts systematically and logically
 - employing analytical techniques to identify solutions and consider the value and implications of each
 - generating solution and/or alternative courses of action
 - assessing alternative solutions and risks with other flight crew members
 - determining course of action
 - communicating decision and delegate tasks to flight crew
 - monitoring progress against agreed plan
 - evaluating decisions in accordance with changing circumstances
 - ensuring decision making is improvement-focused and directed towards achieving optimum outcomes
- fatigue risk management processes, including:
 - proactive
 - predictive
 - reactive
- flight rules, including:
 - documentation
 - aircraft nationality and registration
 - airworthiness of aircraft
 - personnel licencing
 - rules of the air
 - procedures for air navigation
 - air traffic services
 - aeronautical information service
 - aerodromes
 - facilitation
 - search and rescue
 - security
 - aircraft accidents and incidents – crew responsibilities
 - air service operations

- judgment and decision making, including:
 - pilot judgment concepts:
 - types of judgment
 - motor skills and human factors
 - aeronautical decision making:
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identification of hazardous aircraft attitudes:
 - physical factors
 - psychological factors
 - social influences and interface between people
 - pilot judgment awareness:
 - risk assessment
 - cockpit stress management
 - applying decision-making concepts:
 - practical application
 - managing resources
 - safety awareness
- task management, including:
 - workload organisation and priority setting to ensure optimum safe flight outcome
 - event planning, in a logical and sequential manner
 - anticipating events to ensure sufficient opportunity is available for completion
 - using technology to reduce workload and improve cognitive and manipulative activities
 - task prioritisation and protection while filtering and managing real time information.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0031 Manage threats and errors as pilot in command

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 threats and errors as pilot in command (PIC) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes recognising and managing actual and potential threats, recognising and managing actual and potential errors, recognising and managing undesired aircraft states, making effective decisions, and reporting and recording operational occurrences.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) for a PIC and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

- outcomes. demonstrate achievement of the element.
- 1 Recognise and manage actual and potential threats**
 - 1.1 Potential environmental or operational threats likely to affect flight safety are identified
 - 1.2 Actual environmental or operational threats that affect flight safety are identified
 - 1.3 Competing operational priorities and task demands that may represent a threat to flight safety flight are identified
 - 1.4 Effective decisions are made to manage actual and potential threats, and countermeasure tasks are identified and allocated to appropriate flight crew members
 - 1.5 Flight progress and effect of countermeasures are monitored and assessed to ensure a safe outcome
 - 1.6 Alternative countermeasures are identified and implemented, and countermeasures are re-evaluated for effectiveness
 - 2 Recognise and manage actual and potential errors**
 - 2.1 Checklists and standard operating procedures (SOPs) are implemented to prevent aircraft handling, procedural or communication errors
 - 2.2 Committed errors are identified and responded to before aircraft enters an undesired state
 - 2.3 Aircraft systems are monitored using a systematic scan technique to collect and analyse flight information for potential or actual error recognition purposes
 - 2.4 Flight operating environment is monitored to collect and analyse flight information for potential or actual error recognition purposes
 - 2.5 Team performance is monitored to recognise potential or actual error occurrence
 - 2.6 Effective decisions are made to manage actual and potential errors, and countermeasure tasks are identified and allocated to appropriate flight crew members before aircraft enters an undesired state
 - 2.7 Effective decisions are made to manage actual and potential errors, and countermeasure tasks are identified and allocated to appropriate flight crew members to

- correct errors after aircraft enters an undesired state
- 3 Recognise and manage undesired aircraft states**
- 3.1** Undesired aircraft states are recognised
- 3.2** Effective decisions are made to manage undesired aircraft states, and countermeasure tasks are allocated and prioritised to ensure an undesired aircraft state is managed effectively
- 3.3** Corrective actions to recover an undesired aircraft state are applied in a safe and timely manner
- 4 Make effective decisions**
- 4.1** Relevant, current and sufficient information is gathered to assess and analyse situation for decision making
- 4.2** Problem-solving strategies and techniques are used to identify and generate options
- 4.3** Decisions are made and communicated to flight crew and implemented in a timely manner in accordance with regulatory requirements and workplace procedures
- 4.4** Decisions and actions are evaluated for their effectiveness and positive outcomes
- 4.5** Decisions, their rationale and associated actions are documented and reported in accordance with regulatory requirements and workplace procedures
- 4.6** Operational decisions and actions taken to manage threats and errors are reported and recorded in accordance with appropriate 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF0009 Manage threats and errors as pilot in command.

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>

Assessment Requirements for AVIF0031 Manage threats and errors as pilot in command

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- actively listening to others in the operational environment
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- delegating duties and tasks
- determining and implementing appropriate countermeasures
- giving and receiving instructions related to implementing threat and error management (TEM) strategies
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk levels and environments
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- responding to feedback from other flight or ground crew
- supervising others when implementing TEM strategies
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- application of situational awareness to identify real or potential environmental or operational threats to aviation safety
- aspects of multi-crew operations that can prevent an undesired aircraft state
- multi-crew operational threats must including:
 - events or errors that:
 - occur outside the influence of the flight crew
 - increase the operational complexity of the flight
 - require crew attention and management if safety margins are to be maintained
- undesired aircraft states including:
 - incorrect aircraft systems configuration associated with a reduced margin of safety
 - inappropriate flight mode awareness and selection
 - misapplication of flight controls
 - pilot induced aircraft position
 - pilot induced speed deviation
- effective communication during normal, abnormal and emergency situations
- leadership and supervision strategies
- recognition techniques and management strategies for:
 - actual and potential threats
 - actual and potential errors
 - undesired aircraft states
- errors including:
 - individual or group actions or inactions that:
 - lead to a deviation from individual, group or organisational intentions or expectations
 - reduce safety margins
 - increase the probability of adverse operational events on the ground and/or during flight
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to TEM
- removing and mitigating threats
- removing and mitigating errors
- safety philosophies
- task management, including:
 - workload organisation and priority setting to ensure optimum safe outcome of the flight
 - event planning, in a logical and sequential manner
 - anticipating events to ensure sufficient opportunity is available for completion
 - using technology to reduce workload and improve cognitive and manipulative activities

- task prioritisation and protection while filtering and managing real time information
- TEM model, including:
 - principles and components of TEM
 - definition of threats
 - definition of errors
 - undesired aircraft states
 - TEM countermeasures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0032 Manage human factors as pilot in command

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

It includes managing individual and crew performance and communicating effectively as a PIC.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) as a PIC 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 without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage individual and crew performance

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Pre- and post-operational individual and crew condition is managed to ensure safe and effective performance

- 1.2 Individual and crew performance when conducting flight operations is monitored against workplace standards, procedures and requirements
 - 1.3 Degradation of individual or crew physiological conditions is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
 - 1.4 Degradation of individual or crew psychological condition is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
 - 1.5 Sources of stress are identified and managed to maintain safe aviation operating conditions
 - 1.6 Limitations to operational performance are communicated to individuals and crew to maintain safe operating conditions
- 2 Communicate effectively as PIC**
- 2.1 Effective listening skills are applied
 - 2.2 Questions are used to gain additional information
 - 2.3 Information received is clarified/confirmed, interpreted and accurately communicated or reported with due observation of ethics and protocols required of the operational environment
 - 2.4 Communication is undertaken in varying situations and with familiar and unfamiliar individuals and teams
 - 2.5 Appropriate protocols and procedures are followed when using communications systems during normal and non-normal operations
 - 2.6 Responses are sought and provided to others in a timely manner

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 AVIF0010 Manage human factors as pilot in command.

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>

Assessment Requirements for AVIF0032 Manage human factors as pilot in command

Modification History

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:

- applying effective listening techniques
- applying effective questioning techniques to obtain information and clarify information while communicating with others
- applying effective verbal/non-verbal communication techniques
- applying relevant aeronautical knowledge
- identifying individual or collective symptoms of deterioration in physiological and psychological conditions that might endanger the safety of flight operations and taking appropriate corrective action
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining compliance with relevant regulatory requirements, including avoiding alcohol and drugs before and when conducting flight operations
- managing and controlling individual and collective symptoms of stress before and when conducting flight operations
- managing and monitoring individual or crew physiological and psychological conditions when conducting flight operations
- managing aspects of lifestyle that may impact on individual or collective performance
- modifying activities depending on workplace contingencies, situations and environments
- monitoring individual or crew performance before and during the flight operations
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- working collaboratively with others when managing human factors as pilot in command (PIC)
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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 medicine, including:
 - basic concepts
 - respiratory system and circulation of the blood
 - cabin pressure
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to human factors within air transport operations
- flight operations and health, including:
 - high-altitude environment
 - physiological and mental fitness
 - incapacitation
 - intoxication
 - body rhythm disturbances
 - fatigue
 - stress and anxiety
 - general health aspects
- human behaviour, including:
 - general concepts
 - cockpit management
 - judgement and decision making
- human factors that may influence individual and collective performance during multi-crew operations
- human information processing, including:
 - general system
 - senses
 - integration of sensory inputs: spatial disorientation and illusions
 - memory
- managing and monitoring crew conditions, including:
 - crew and team composition principles
 - crew skills, knowledge and abilities
 - crew divisional, functional and leadership structures
- relevant WHS procedures and regulations
- relevant sections of (CASRs and Civil Aviation Orders pertaining to human factors and their effect on human performance.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (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>

AVIF0033 Manage aircraft passengers and cargo

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 aircraft passengers and cargo in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards

It includes managing passengers during normal operations, managing passengers during an abnormal or emergency situation, and managing cargo.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to the safety management duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Manage passengers during normal operations

1.1 Passengers are briefed on safety, normal and emergency procedures before flight in accordance with regulatory requirements, orders and operations manual

1.2 Passenger safety, comfort and wellbeing is provided for in accordance with regulatory requirements and workplace procedures

1.3 Passengers are managed on the ground and in the air in accordance with regulatory requirements, orders and operations manual

2 Manage passengers during an abnormal or emergency situation

2.1 Passengers are warned of potential hazardous conditions and emergencies during flight, and are briefed about related safety and emergency procedures in accordance with regulatory requirements, orders and operations manual

2.2 Passengers are advised of nature of emergency and the procedures and precautions to be followed

2.3 Clear communication is established and maintained with passengers

2.4 Passengers are managed during an emergency in accordance with regulatory requirements and workplace procedures

3 Manage cargo

3.1 Cargo is managed in accordance with regulatory requirements and workplace procedures

3.2 Cargo calculations are completed in accordance with workplace procedures and regulatory requirements

3.3 Dangerous goods are identified and procedures applied to ensure safety and security of people and cargo

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 AVIF0011 Manage aircraft passengers and cargo.

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>

Assessment Requirements for AVIF0033 Manage aircraft passengers and cargo

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- accepting, managing and safely handling, loading and unloading aircraft cargo as required
- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- aiding and assisting passengers appropriately during an emergency
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- briefing passengers on:
 - emergency procedures on the ground and in the air
 - flight details
 - location of emergency exits
- calculating and managing aircraft cargo as required
- communicating effectively with others when managing aircraft passengers and cargo
- completing relevant documentation
- conducting cargo calculations, including weight, balance and deck loading
- controlling cabin temperature
- indicating the location of airsickness bags
- demonstrating how to:
 - secure and release seat belts and/or safety harnesses
 - secure stowage hand luggage
- demonstrating how to use:
 - flotation devices
 - fresh air vents
 - oxygen equipment as required
 - safety equipment
- determining and applying safety and security requirements
- ensuring passengers are aware of hazardous conditions and emergencies during flight, and related safety and emergency procedures

- exercising control of passengers on the ground and in the aircraft
- explaining:
 - operation of doors and escape hatches
 - precautions to avoid interference with flight controls
 - smoking requirements
- identifying and correctly using relevant equipment
- identifying and labelling cargo
- identifying dangerous goods and applying dangerous goods procedures
- implementing contingency plans
- implementing decisions for carriage or non-carriage and management of load
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating emergency equipment applicable to flight
- organising first aid, as required, during an in-flight emergency
- reading interpreting and following relevant instructions, regulations, procedures and signs
- reporting and/or rectifying any problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- understanding and anticipating the needs of passengers
- using loading and cargo securing devices
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- applicable emergency procedures
- cargo management procedures
- dangerous goods awareness
- hazards that may arise during a flight and related action that should be taken to alert passengers and advise them of precautionary measures
- local procedures for passenger movement

- managing passengers during abnormal or emergency situations
- policies and procedures for passenger safety before, during and after flight
- principles of good customer service
- problems that may occur when managing aircraft passengers and cargo, and appropriate action that should be taken in each case
- procedures for accepting, managing and calculating aircraft cargo, including dangerous goods
- regulatory requirements and workplace procedures for briefing passengers
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to briefing passengers, and managing passengers and cargo, including dangerous goods
- responsibilities and authority of a pilot in command (PIC)
- security requirements.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0034 Apply aviation work health and safety procedures

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 apply aviation work health and safety (WHS) procedures in compliance with relevant regulatory requirements and national operating standards.

It includes identifying and reporting hazards and risks, contributing to managing aviation WHS and completing WHS records.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aviation WHS duties of flight and ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational and commercial 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Identify and report hazards and risks

1.1 Aviation hazards and risks to operational objectives are identified

1.2 Hazard type and risk components are identified and dealt with in accordance with workplace standards and regulatory requirements

1.3 Hazards and risks in the workplace are reported to appropriate personnel in accordance with workplace procedures and regulatory requirements

1.4 Personal protective equipment (PPE) is correctly used in accordance with established safety practices and procedures

1.5 Established emergency procedures and contingency plans are followed in an emergency

2 Contribute to managing aviation WHS/OHS

2.1 Fatigue risks are identified and communicated to designated personnel in accordance with workplace procedures and regulatory requirements

2.2 WHS issues are identified and communicated to designated personnel in accordance with workplace procedures

2.3 Participative contributions to WHS management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation

3 Complete WHS/OHS records

3.1 WHS records for own performance are completed in accordance with workplace requirements

3.2 WHS records and regulatory requirements for maintaining records of workplace injury and diseases are followed

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 AVIF0012 Apply aviation work health and safety procedures.

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>

Assessment Requirements for AVIF0034 Apply aviation work health and safety procedures

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying fatigue risk management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- communicating with designated work health and safety (WHS) representatives
- implementing contingency plans
- implementing WHS procedures and relevant regulations
- interpreting and following relevant instructions, regulations, procedures and information
- modifying activities depending on operational contingencies, risk situations and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- activities that may require modification in accordance with emergency situation
- common and site-specific signs and signals used for safety warnings
- definitions of a hazard and risk in relation to aviation work areas
- designated personnel, including:

- management
- relevant nominated personnel
- supervisors
- team leaders
- WHS/OHS personnel
- emergency and evacuation procedures relevant to own role
- formal and informal means of participating in promoting WHS
- hierarchy of control and own level of responsibility and process to action controls
- how to identify causes of fatigue
- how to identify WHS issues and reporting procedures for unsafe situations
- impacts of fatigue on work performance
- process for reporting PPE that is not fit for purpose
- rationale and processes for data capture through WHS documentation
- rationale and use of PPE
- relevant legislation and regulatory requirements, including:
 - dangerous goods regulations
 - general duty of care under WHS/OHS legislation
 - relevant state/territory WHS/OHS legislation
 - workers' compensation regulations
 - workplace relations regulations
- regulatory reporting requirements and processes
- regulatory requirements for reporting WHS issues
- reporting process for communicating fatigue risk
- reporting requirements and protocols in own workplace
- risk and consequence analysis process and controls to mitigate risks
- role and function of WHS committees, consultative committees, planning and purchasing committees
- role of aviation emergency services
- roles and functions of individuals in WHS committees
- selection and correct fitment of PPE
- safety culture and safety philosophies
- site layout and obstacles
- strategies for managing fatigue risks in aviation workplaces
- types of ground-based aviation hazards
- workplace procedures for communicating WHS issues.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0035 Manage human factors in aviation operations

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 human factors in aviation operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing personal performance and communicating effectively within an aviation environment.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aviation 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

F – Safety 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 Manage personal performance

- 1.1** Pre- and post-operational personal condition is managed to ensure safe and effective performance
- 1.2** Individual performance when conducting aviation operations is monitored against workplace standards, procedures and requirements
- 1.3** Degradation of physiological condition is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
- 1.4** Degradation of psychological condition is recognised and appropriate strategies are implemented to ensure safe outcome of aviation operations
- 1.5** Sources of stress are identified and managed to maintain a safe aviation operating environment
- 1.6** Limitations to personal performance are communicated to crew/team to maintain a safe aviation operating environment

2 Communicate effectively within an aviation environment

- 2.1** Effective listening skills are applied
- 2.2** Questions are used to gain additional information
- 2.3** Information received is clarified/confirmed, interpreted and accurately communicated or reported with due observation of ethics and protocols required of the operational environment
- 2.4** Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crews
- 2.5** Appropriate protocols and procedures are followed when using communications systems during routine and contingency aviation operations
- 2.6** Responses are sought and provided to others in a timely

manner

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 AVIF0014 Manage human factors in aviation 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>

Assessment Requirements for AVIF0035 Manage human factors in aviation operations

Modification History

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:

- applying effective listening techniques
- applying effective questioning techniques to obtain information and clarify information while communicating with others
- applying effective verbal and non-verbal communication techniques
- identifying symptoms of deterioration in own physiological condition that might endanger the safety of aviation operations and taking appropriate corrective action
- identifying symptoms of deterioration in own psychological condition that might endanger safety of aviation operations and taking appropriate corrective action
- implementing contingency plans
- maintaining compliance with relevant regulatory requirements, including avoiding alcohol and drugs before and when conducting aviation operations
- managing and controlling individual symptoms of stress before and when conducting aviation operations
- managing aspects of lifestyle that may impact upon personal performance
- managing and monitoring own physical performance
- managing and monitoring own psychological performance
- modifying activities depending on workplace contingencies, situations and environments
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aspects of lifestyle that may adversely influence personal physiological condition
- aspects of lifestyle that may adversely influence personal psychological condition
- crew coordination, including:
 - basic principles of crew coordination
 - verbal and non-verbal communication factors
 - barriers to communication
 - listening skills
 - assertion skills
 - factors affecting decision-making processes
 - poor crew coordination factors
- communication, including:
 - attitude
 - personality
 - judgement
- leadership style
- leadership qualities
- effects of stress on personal performance and ways of managing and controlling the various stressors that may impact on aviation operations, including:
 - concepts of fatigue
 - environmental stress symptoms, causes and effects
 - ergonomics of control systems and instruments
 - principles of stress management
 - short and long-term stressor effects on performance
 - stress and arousal interaction
- fitness for aviation operations relevant to own role, including:
 - basic health
 - health and fitness
 - alcohol
 - drugs
 - blood donations
 - hyperventilation
 - atmospheric pressure changes
 - anatomy of the ear
 - vision, spatial disorientation and illusions
 - motion sickness
 - acceleration 'g' effects
 - toxic hazards
 - the atmosphere and associated problems
 - hypoxia
 - human factor considerations

- human factors that may influence personal performance during aviation operations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to human factors and human performance
- relevant work health and safety (WHS) procedures and regulations
- aviation operations:
 - flight operations
 - flight support operations
 - ground operations
 - multi-crew
 - single pilot

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0036 Implement regulations and policies during aviation safety and service operations

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 implement regulations and policies during aviation safety and service operations in compliance with relevant regulatory requirements, national and international operating standards.

It includes complying with relevant regulations and legal obligations, complying with established industrial relations practices and requirements, and complying with relevant local laws and regulations.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of flight and ground crews 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

F – Safety 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 Comply with relevant regulations and legal obligations

- 1.1** Sources of information on regulatory requirements and legal obligations relevant to interactive flight or ground crew operations are identified and accessed in accordance with workplace procedures
- 1.2** An understanding of regulatory requirements and legal obligations relevant to interactive flight or ground crew operations is developed and applied to day-to-day work
- 1.3** Compliance is maintained with regulatory requirements and legal obligations that bind flight or ground crew in their safety, security and operational tasks

2 Comply with established industrial relations practices and requirements

- 2.1** Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures
- 2.2** An understanding of established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work
- 2.3** An understanding of employer/employee obligations and responsibilities is developed and applied to day-to-day work

3 Comply with relevant local laws and regulations

- 3.1** Quarantine and customs regulations and other local laws relevant to work activities of individual aviation work roles are correctly identified and appropriate action is taken in day-to-day work to ensure compliance as required
- 3.2** Appropriate advice is provided to others on customs and quarantine regulations and other relevant local laws as required
- 3.3** Compliance is maintained with relevant local laws and regulations when operating in international or domestic aviation environments

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 AVIF2010 Implement regulations and policies during aviation safety and service 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>

Assessment Requirements for AVIF0036 Implement regulations and policies during aviation safety and service operations

Modification History

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, performance criteria and range of conditions 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
- complying with established industrial relations practices and requirements
- complying with relevant local laws and regulations
- complying with relevant regulations and legal obligations
- identifying and correctly using relevant equipment
- implement contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems, including safety and security hazards, and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required standard
- reading interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying 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 conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- established industrial relations practices and requirements, including:
 - company or enterprise
 - state/territory legislation
 - commonwealth legislation
- relevant Civil Aviation Regulations (CARs) Civil Aviation Safety Regulations (CASRs), Civil Aviation Orders, and Manual of Standards (MOS) pertaining to integrated safety and operational responsibilities related to the individual's work role, including:
 - flight crew
 - cabin crew
 - flight support personnel
 - emergency services personnel
 - ground crew
 - maintenance personnel
- relevant WHS procedures and relevant regulations
- drug and alcohol management plan (DAMP)
- relevant local laws and regulations, including:
 - international
 - domestic.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0037 Monitor the transfer of hazardous materials

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 monitor the transfer of hazardous materials in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes monitoring the transfer of hazardous materials on an aerodrome and responding to a hazardous materials incident.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety management duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Monitor the transfer of hazardous materials on an aerodrome

- 1.1 Location and timing of transfer is determined
- 1.2 Hazards are identified, risks are assessed and hazard management implemented
- 1.3 Transfer of hazardous material is monitored to ensure compliance with standard operating procedures (SOPs)
- 1.4 Breaches of SOPs are logged and reported
- 1.5 Apron areas are inspected for serviceability and identified spills, leakages or damage are reported

2 Respond to a hazardous materials incident

- 2.1 Correct category of incident is determined
- 2.2 Incident is reported to appropriate emergency response agency as required
- 2.3 Safety information on handling hazardous materials is located and utilised
- 2.4 Operational procedures and equipment for responding to a hazardous materials incident are employed
- 2.5 Notice to Airman (NOTAM) advisory action is taken or cancelled as required
- 2.6 Compliance with work health and safety (WHS)/occupational health and safety (OHS) and environmental implications of a spill is maintained
- 2.7 Incident clean-up or control operations are supervised
- 2.8 Hazardous material incident register and records are maintained

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 AVIF2012 Monitor the transfer of hazardous materials.

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>

Assessment Requirements for AVIF0037 Monitor the transfer of hazardous materials

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations 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 instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, fault or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using spill control and response equipment
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- categories of hazardous materials incidents and associated response actions
- emergency procedures
- procedures for managing and controlling hazardous situations when carrying out work activities
- procedures for operating electronic communications equipment
- safety information including:
 - airport emergency plan and procedures
 - aerodrome manual
 - Australian Standards
 - logbooks
 - Notice to Airmen (NOTAM)
 - safety information and guidance material on hazardous materials
 - safety data sheets (SDSs)/material safety data sheets (MSDSs)
- hazardous materials including:
 - fuel
 - dangerous goods
 - explosives
 - ammunition
 - sewerage
- equipment including:
 - radio
 - telephone
 - vehicle with flashing light
 - markers
 - lights
 - maintenance equipment
 - barricades
 - sandbags
 - fire extinguishers
 - spills response kit
- procedures to minimise fire hazards
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements for completing relevant documentation
- safety distances required for transferring defined hazardous materials
- SOPs for monitoring the transfer of hazardous materials
- steps involved in planning work activities
- use of PPE and clean up materials for hazardous materials spills.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0038 Undertake aircraft underwater escape and survival

Modification History

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to undertake aircraft underwater escape and survival in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for aircraft ditching, undertaking evacuation from an aircraft, conducting rescue recovery process and controlling survival hazards.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) for flight crews and passengers and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|--|---|
| outcomes. | demonstrate achievement of the element. |
| 1 Prepare for aircraft ditching | 1.1 Nature and extent of aircraft situation is communicated and acknowledgment confirmed |
| | 1.2 Personal items within the cabin are secured prior to ditching |
| | 1.3 Restraint devices and survival equipment are checked, fastened and secured prior to ditching |
| | 1.4 Primary and secondary egress routes, exits and equipment are located |
| | 1.5 Brace position is adopted |
| 2 Undertake evacuation from an aircraft | 2.1 Spatial orientation is conducted |
| | 2.2 Egress points are located |
| | 2.3 Exits are jettisoned and cleared |
| | 2.4 Restraint devices are released |
| | 2.5 Aircraft is egressed |
| | 2.6 Surface is cleared |
| 3 Conduct rescue recovery process | 3.1 Safety equipment is deployed in accordance with workplace procedures |
| | 3.2 Position indicating and signalling devices are deployed |
| | 3.3 Rescue recovery techniques are applied |
| 4 Control survival hazards | 4.1 Potential hazards are identified and controlled |
| | 4.2 Swimming techniques with a life jacket are applied |
| | 4.3 Hypothermia management techniques are employed |
| | 4.4 Raft boarding and righting techniques are employed |
| | 4.5 Emergency supplies and equipment are managed |

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 AVIF2014 Undertake aircraft underwater escape and survival.

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>

Assessment Requirements for AVIF0038 Undertake aircraft underwater escape and survival

Modification History

Release 2. This is the second 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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying hypothermia prevention, reduction and management techniques
- applying knowledge of aircraft escape hazards, including:
 - cold shock
 - environment
 - sea state
 - weather
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying rescue recovery techniques
- communicating effectively with others
- completing relevant documentation
- employing life jacket swimming, raft boarding and raft righting techniques
- employing position indicating and signalling devices, including:
 - flares
 - position locating beacons
 - strobe lights
- identifying and correctly using relevant equipment, including one or more of the following:
 - emergency breathing systems
 - flares
 - life jackets
 - life rafts
 - position locating beacons
 - restraint devices and harnesses
 - strobe lights
- implementing operational contingency loading emergency procedures, as required, in a Defence context

- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating emergency equipment
- operating safety equipment
- performing aircraft egress and exit operation
- performing inverted and submerged aircraft escape techniques
- performing life jacket swimming techniques
- performing safe swimming techniques, including:
 - surface clearing techniques
 - individual safety
 - group safety
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- releasing restraint devices and egressing aircraft
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- securing all personal items, restraint devices and survival equipment prior to ditching
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- restraint devices, including:
 - flight crew harnesses and restraint devices
 - operational contingency loading equipment
 - passenger seatbelts
- aircraft egress and exit systems
- aircraft escape techniques, including:
 - primary exit
 - secondary exit
 - blocked exit
- emergency equipment deployment and operation
- hazards when exiting aircraft during emergency situations

- how to identify and operate equipment required to undertake aircraft underwater escape and survival, including:
 - emergency breathing systems
 - flares
 - life jackets
 - life rafts
 - position locating beacons
 - restraint devices and harnesses
 - strobe lights
- inverted and submerged aircraft escape techniques
- manufacturer instructions for equipment used for aircraft underwater escape and survival
- operational contingency loading emergency procedures, as required, in a Defence context
- regulations, legislation, organisational policy and procedures in relation to aircraft underwater escape and survival
- relevant WHS and environmental procedures and regulations
- rescue and recovery techniques
- risks that exist when undertaking aircraft underwater escape and survival, and related risk control procedures and precautions
- safe swimming techniques, including:
 - surface clearing techniques
 - individual safety
 - group safety
- workplace procedures for undertaking aircraft underwater escape and survival
- emergency supplies and equipment, including:
 - positioning equipment
 - survival equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0039 Utilise emergency breathing system

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 utilise an emergency breathing system (EBS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards. Use of this unit in non-aviation related safety roles is to be in accordance with relevant industry and national regulatory requirements.

It includes preparing an EBS for use, operating an EBS and completing EBS post-operational procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety management duties of flight crews 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Prepare an EBS for use | 1.1 EBS pre-flight inspection is conducted |
| | 1.2 Preparations for flight are completed |
| | 1.3 EBS defects are reported |
| 2 Operate an EBS | 2.1 EBS is fitted in accordance with equipment instructions |
| | 2.2 EBS purging techniques are employed |
| | 2.3 Breathing techniques are employed during ascent |
| | 2.4 EBS malfunctions are responded to |
| 3 Complete EBS post-operational procedures | 3.1 EBS after-use inspection is conducted |
| | 3.2 EBS after-flight defects are reported |
| | 3.3 EBS equipment is stowed in appropriate storage |

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 AVIF2015 Utilise emergency breathing system.

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>

Assessment Requirements for AVIF0039 Utilise emergency breathing system

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- communicating effectively with others
- completing relevant documentation
- conducting flight preparation procedures
- conducting pre-flight inspection of the emergency breathing system (EBS), including:
 - leaks
 - visible signs of damage
- conducting emergency breathing system (EBS) malfunction and defect management and reporting procedures
- conducting inspection of EBS after use, and pack up
- conducting purging techniques for emergency breathing system must include:
 - blow-out
 - purge button
 - combination of blow-out and purge button
- identifying and correctly using relevant equipment
- implementing contingency plans in the event of a malfunction, including:
 - flooding (continual flow)
 - free flow
 - out of air
- implementing EBS operating procedures
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- performing safety procedures for breathing compressed air underwater
- performing underwater breathing techniques
- reading, interpreting and following relevant instructions, regulations, procedures information

and signs

- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- EBS malfunctions and defects, including their management and reporting procedures
- EBS operating procedures
- EBS pre- and post-use inspection procedures
- hazards associated with using EBS
- in a Defence context, relevant Defence Orders, Instructions, Publications and Regulations
- manufacturer instructions for emergency breathing system equipment
- organisational defect reporting procedures
- problems that may occur when utilising emergency breathing systems and appropriate action that should be taken in each case
- regulations, legislation, organisational policy and procedures in relation to emergency breathing systems
- relevant WHS and environmental procedures and regulations
- risks that exist when utilising emergency breathing systems and related risk control procedures and precautions
- underwater breathing techniques
- workplace procedures for utilising emergency breathing systems.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0040 Employ fatigue risk management practices in an aviation workplace

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 maintain the safety of people and aircraft in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes carrying out required safety procedures, managing safety risks and hazards, following flight crew directions, aiding and assisting passengers during an emergency, and carrying out administrative procedures.

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

F – Safety 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 Recognise signs of personal fatigue

1.1 An understanding of personal fatigue and its impact on safety and security in an aviation workplace is developed and applied to day-to-day work

1.2 Contributors to fatigue are recognised and actions are taken to minimise safety implications in an aviation workplace

1.3 Personal fatigue is identified and actions to minimise fatigue are taken in accordance with workplace procedures

2 Employ fatigue risk management practices to minimise fatigue

2.1 Individual work schedules and rosters are managed to minimise fatigue risks

2.2 Personal fatigue risk management practices are employed to maintain vigilance and alertness in accordance with workplace procedures

2.3 Factors external to the workplace that cause fatigue are recognised

2.4 Strategies that promote effective long-term management of fatigue are implemented

2.5 Personal fatigue limits are identified and communicated to supervisors in accordance with workplace procedures

2.6 Restrictions on work duty limits are confirmed

2.7 Potential risks of exceeding work duty limits are identified and rectified in accordance with workplace procedures and legislative requirements

3 Identify fatigue in others

3.1 Work colleagues are monitored for signs of personal fatigue

3.2 Communication techniques and strategies are used to assist work colleagues in identifying and managing fatigue

3.3 Contributions are made to the team to assist in

minimising fatigue in others

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 AVIF3005 Maintain the safety of people and aircraft.

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>

Assessment Requirements for AVIF0040 Employ fatigue risk management practices in an aviation workplace

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying fatigue risk management practices to maintain vigilance and alertness in an aviation workplace
- applying legislative restrictions on work duties to assist in managing fatigue risks
- applying precautions and required actions to minimise and control the effects or eliminate identified fatigue risk hazards
- communicating effectively with others
- determining and correctly managing factors external to an aviation workplace that could have implications on personal fatigue
- identifying and accurately predicting the effect of rosters and scheduled meal breaks on personal fatigue levels
- identifying and determining the effect contributing factors outside the aviation workplace will have on fatigue
- identifying causes of fatigue and implementing strategies to minimise fatigue in an aviation workplace
- implementing strategies to minimise fatigue contributing factors
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities and taking appropriate initiatives to manage fatigue in the workplace depending on work contexts, risk situations and environments
- reading, interpreting and following relevant instructions, procedures, regulations, information and signs
- recognising actions or workplace situations that promote fatigue
- using fatigue identification and management techniques to assist work colleagues in identifying and managing fatigue
- using personal checklists to determine the extent and management of fatigue
- utilising fatigue management practices to detect and assist in managing fatigue in work colleagues.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- communication techniques and strategies to assist work colleagues to identify and manage fatigue
- effects of fatigue on workplace performance
- fatigue risk management strategies
- individual responsibilities for fatigue management
- lifestyle choices external to an aviation workplace that affect fatigue
- personal signs of fatigue and possible solutions to minimise fatigue
- relevant codes, regulations and workplace procedures related to fatigue risk management
- relevant WHS regulations as they relate to fatigue
- security and safety implications of fatigue in an aviation workplace
- signs of fatigue in others in an aviation workplace
- sources of information on fatigue and fatigue risk management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIF0041 Maintain the safety of people and aircraft

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 maintain the safety of people and aircraft in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes carrying out required safety procedures, managing safety risks and hazards, following flight crew directions, aiding and assisting passengers during an emergency, and carrying out administrative procedures.

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

F – Safety 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 Carry out safety procedures

1.1 Pre-take-off safety and security checks are conducted in accordance with regulatory requirements and workplace procedures

1.2 Safety demonstrations and checks are conducted in accordance with regulatory requirements and workplace procedures

1.3 Safety hazards are identified and reported and/or acted on in accordance with risk management procedures and regulatory requirements

1.4 Appropriate hazard mitigation strategies are determined and implemented in conjunction with other aircrew members in accordance with risk management procedures and regulatory requirements

2 Follow flight crew directions

2.1 Instructions of senior flight crew are followed at all times

2.2 Individual crew positions are taken during landing and take-off and as directed by flight crew

2.3 Safety restraints and crew seating are used during landing, take-off and as directed by flight crew instructions, workplace procedures and safety regulations

3 Aid and assist passengers during an inflight emergency

3.1 Passengers are advised of hazardous conditions, potential emergencies, at appropriate times, and related safety and emergency actions to take during flight

3.2 In an emergency, passengers are advised of the nature of the emergency and the procedures and precautions to be followed

3.3 Clear communication is established and maintained with passengers

3.4 Passengers are aided during the emergency in accordance with regulatory requirements, flight crew instructions and workplace procedures

- 3.5 Passengers are assisted, as required, during emergency situations
- 3.6 First aid and/or medical attention is applied, as required, in conjunction with other crew members during an emergency situation
- 4 **Carry out administrative procedures**
 - 4.1 Workplace administrative procedures related to flight safety are identified and interpreted
 - 4.2 Administrative procedures related to safety and emergency procedures and incidents are implemented in accordance with workplace and regulatory requirements
 - 4.3 All required aircraft safety documentation is completed and processed in accordance with workplace 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 AVIF3005 Maintain the safety of people and aircraft.

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>

Assessment Requirements for AVIF0041 Maintain the safety of people and aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- demonstrating safety features for passengers, including:
 - emergency lighting equipment
 - lifejackets, life rafts and seat cushions
 - oxygen equipment, including masks
 - restraint equipment
 - safety instruction sheets
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing inflight emergency response procedures for:
 - aborted take-off
 - aircraft collision
 - aircraft ditching
 - cabin depressurisation
 - disruptive passenger behaviour
 - emergency landing
 - explosion or fire on aircraft
 - illness or injury of passenger/s or crew
 - loss of aircraft power
 - malfunctioning aircraft equipment
 - severe air turbulence
 - smoke/fire in cabin
 - unlawful interference with aviation

- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults and 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aviation operations and regulatory standards and procedures for maintaining safety requirements during aircraft cabin operations
- basic knowledge of aviation medicine, the atmosphere and hypoxia
- cabin features, safety equipment and amenities for various types of aircraft, including:
 - aircraft intercom and communications equipment
 - defibrillator
 - escape devices
 - emergency lighting equipment
 - first aid kit and equipment
 - fire-fighting equipment
 - life jackets, life rafts and seat cushions
 - oxygen equipment, including masks - fixed and portable
 - personal breathing equipment
 - restraint equipment
 - safety demonstration videos
 - safety instruction sheets
 - survival equipment
- hazard identification and risk control procedures and related regulatory requirements
- human factors and non-technical skills, including:
 - decision-making processes

- principles of effective communication
- situational awareness
- threat and error management (TEM) relevant to own role
- inflight emergency response procedures for:
 - aborted take-off
 - aircraft collision
 - aircraft ditching
 - cabin depressurisation
 - disruptive/unruly passenger behaviour
 - emergency landing
 - explosion or fire on aircraft
 - illness or injury among passengers or crew
 - loss of aircraft power
 - malfunctioning aircraft equipment
 - severe air turbulence
 - smoke/fire in cabin
 - unlawful interference with aviation
- safety demonstration aspect to passengers including:
 - aircraft intercom and communications equipment
 - defibrillator
 - first aid kit and equipment
 - fire-fighting equipment
 - personal breathing equipment
 - safety demonstration videos
 - survival equipment
 - escape devices
 - fixed and portable oxygen
- principles of passenger and aircraft safety
- problems that may occur when maintaining safety requirements during aircraft cabin operations and appropriate action that should be taken in each case
- procedures to be followed during safety demonstrations and emergencies
- relevant aviation operational administrative procedures
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS, hygiene and environmental procedures and regulations
- relevant sections of regulations pertaining to the integrated safety responsibilities and roles of aircrew
- risks that exist during aircraft flight and related risk control procedures and precautions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment 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>

AVIF0042 Respond to abnormal and emergency situations in an aircraft

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 respond to abnormal and emergency situations in an aircraft in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes responding to a medical emergency during a flight, responding to adverse weather and/or flying conditions, and responding to an abnormal or emergency aircraft situation. It also includes assisting in evacuating an aircraft, responding to fire on board an aircraft, and completing required documentation for an abnormal or emergency incident.

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

F – Safety 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 Respond to a medical emergency during a flight

- 1.1 Illness or injury among passengers or crew is identified in accordance with workplace procedures
- 1.2 Identified illness or injury is reported to pilot in command (PIC) and/or a senior crew member, and appropriate action is taken in accordance with workplace procedures
- 1.3 Directions of senior crew members are followed in accordance with workplace procedures
- 1.4 Appropriate first aid response is assessed and applied when medical circumstances demand
- 1.5 Medical assistance is sought from among other crew members and passengers, if necessary, in accordance with workplace procedures
- 1.6 Medilink and other means of remote medical advice and assistance are accessed, as required, in accordance with workplace procedures

2 Respond to adverse weather and/or flying conditions

- 2.1 Directions of PIC and/or senior crew members are followed in adverse weather and/or flying conditions or turbulence
- 2.2 Hazards are identified, risks are assessed and control measures implemented
- 2.3 Passengers are advised to adopt safe seating positions and to take required precautions in accordance with workplace procedures and regulatory requirements
- 2.4 Passengers are assisted and reassured during adverse conditions, as required
- 2.5 Appropriate personal response actions are taken in response to perceived hazardous situations in accordance with crew resource management (CRM) principles

- 2.6 Communication is maintained with passengers and other aircrew members during abnormal conditions
 - 2.7 Personal initiative and experience are utilised in securing self and equipment in turbulence
 - 3 Respond to abnormal or emergency aircraft situations**
 - 3.1 Directions of senior crew members are followed in an abnormal or emergency situation
 - 3.2 Appropriate personal response actions are taken in response to abnormal or emergency situations
 - 3.3 Emergency procedures are implemented in accordance with regulatory requirements, consistent with the nature of the emergency
 - 3.4 Passengers are assisted and reassured during an emergency as required
 - 3.5 Communication is maintained with passengers and other flight members during an emergency
 - 4 Assist in evacuating an aircraft**
 - 4.1 Directions of senior crew members are followed in aircraft evacuation
 - 4.2 Evacuation procedures are implemented in accordance with workplace and regulatory requirements
 - 4.3 Passengers are appropriately assisted and reassured during evacuation process as required
 - 4.4 Communication is maintained with passengers and other aircrew members during evacuation
 - 5 Respond to fire on board an aircraft**
 - 5.1 Appropriate fire protection procedures are implemented in accordance with workplace and regulatory requirements
 - 5.2 Relevant regulatory and workplace fire emergency procedures are followed in a fire
 - 5.3 Directions of senior crew members are followed in an aircraft fire
 - 5.4 Appropriate passenger support and assistance is provided during a fire emergency
 - 5.5 Communication is maintained with passengers and other

aircrew members during a fire emergency

6 Complete required documentation for an abnormal or emergency incident

- 6.1** Abnormal or emergency cabin service incidents are identified and interpreted in accordance with workplace reporting procedures
- 6.2** All required aircraft documentation relevant to an abnormal or emergency cabin service incident is completed and processed in accordance with workplace requirements including requirements for work health and safety (WHS)/occupational health and safety (OHS) and/or safety incident reports

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 AVIF3006 Respond to abnormal and emergency situations in an aircraft.

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>

Assessment Requirements for AVIF0042 Respond to abnormal and emergency situations in an aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing aircraft fire response procedures, including:
 - fire prevention and protection procedures
 - basic fire drill
 - cabin crew fire response procedures during flight
 - cabin crew fire response procedures when aircraft is on the ground
- implementing appropriate procedures in abnormal and emergency situations, including:
 - aircraft ditching
 - aircraft engine or equipment malfunction or failure
 - aircraft instrument malfunction or failure
 - aircraft low fuel quantity emergency
 - cabin depressurisation
 - disruptive passenger behaviour
 - emergency landing
 - explosion or fire in cabin
 - hazardous problems with aircraft air conditioning systems
 - injury to passenger or crew
 - passenger or crew illness
 - security threat on board aircraft
 - severe air turbulence
 - unlawful interference with aviation

- implementing evacuation procedures, including:
 - day or night evacuations
 - ditching in water, including both prepared and unprepared
 - emergency exit from aircraft by any available means
 - emergency landing, including both prepared and unprepared
 - precautionary evacuation
 - raft management
 - search and rescue
 - slide descents
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- abnormal and emergency response actions related to individual role for:
 - aircraft ditching
 - aircraft engine or equipment malfunction or failure
 - aircraft instrument malfunction or failure
 - aircraft low fuel quantity emergency
 - cabin depressurisation
 - disruptive passenger behaviour
 - emergency landing
 - explosion or fire in cabin
 - hazardous problems with aircraft air conditioning systems

- injury to passenger or crew
- passenger or crew illness
- security threat on board aircraft
- severe air turbulence
- unlawful interference with aviation
- aviation administrative procedures
- aviation operational procedures for responding to an abnormal or emergency situation on an aircraft, including fire response and aircraft evacuation
- cabin emergency features and equipment for various types of aircraft
- crew resource management (CRM) principles
- problems that may occur during abnormal and emergency situations on an aircraft and appropriate action that should be taken in each case
- relevant WHS/OHS, environmental protection procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to aircraft emergency procedures
- risks that exist during abnormal and emergency situations on an aircraft and related risk control procedures and precautions
- safety demonstration procedures
- workplace procedures, including:
 - aircraft refuelling with passengers on board
 - cabin preparation
 - door procedures
 - emergency procedures
 - equipment stowage
 - excess carry-on baggage
 - onboard safety
 - precautions during abnormal weather/flying conditions
 - pre-flight passenger briefing
 - security procedures
 - smoking regulations briefing
 - take-off and landing.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

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.

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 personal protective equipment (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>

AVIF0043 Apply relevant laws and regulations to the operation of an aerodrome

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 apply relevant laws and regulations to the operation of an aerodrome in compliance with relevant regulatory requirements and national operating standards.

It includes applying relevant regulations and legal obligations and applying relevant local laws and regulations.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Apply relevant regulations and legal obligations

1.1 Sources of information on regulatory requirements and legal obligations relevant to aerodrome operations are identified and accessed in accordance with workplace procedures

1.2 An understanding of regulatory requirements and legal obligations relevant to aerodrome operations is developed and applied to routine work at an aerodrome

1.3 Compliance with regulatory requirements is maintained in accordance with the operation of an aerodrome

1.4 Breaches of laws and regulations to the operation of an aerodrome are reported to relevant people

2 Apply relevant local laws and regulations

2.1 Regulations and local instructions relevant to work activities of personnel are correctly identified and appropriate action is taken during routine work to ensure compliance as required

2.2 Relevant documentation and reports are prepared and processed in accordance with workplace procedures and relevant 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF3012 Apply relevant laws and regulations to the operation of an aerodrome.

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>

Assessment Requirements for AVIF0043 Apply relevant laws and regulations to the operation of an aerodrome

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying aviation safety management system (SMS) and procedures to assess and/or mitigate risk that might arise in operating an aerodrome
- communicating effectively with others when completing documentation related to operating an aerodrome
- identifying and correctly using relevant equipment
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, Manual of Standards (MOS) regulations, procedures, information and signs
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- aerodromes, including:
 - certified aerodromes

- registered aerodromes
- other (unclassified) aerodromes
- application of relevant local laws, MOS and legal obligations
- basic features and characteristics of aerodrome lighting systems
- physical characteristics of aircraft
- people to be notified about breaches, including:
 - air traffic controllers (ATCs)
 - airline personnel and managers
 - Civil Aviation Safety Authority (CASA) personnel
 - contractors
 - emergency services personnel
 - freight handlers
 - relevant human resources staff
 - relevant technical staff
 - other government departments/authorities
 - safety personnel
 - security personnel
 - union representatives
 - other aerodrome personnel and managers
- problems, safety hazards and risks that may exist in the operation of an aerodrome and related risk assessment/management measures that may need be taken
- requirements for completing relevant documentation and/or incident reporting
- reporting procedures
- weather information and its implications for workplace operations
- workplace procedures for applying relevant laws and regulations to the operation of an aerodrome.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0044 Marshal aircraft

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

It includes preparing for marshalling, establishing/disestablishing aircraft parking position and conducting aircraft marshalling.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety management duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|---|
| 1 Prepare for marshalling | 1.1 Arrival/departure information is received and processed in accordance with workplace procedures |
| | 1.2 Marshalling requirements for different aircraft types are determined and requirements are clarified as required |
| | 1.3 Hazards are identified, risks are assessed and hazard management implemented |
| | 1.4 Personal protective equipment (PPE) is selected and fitted |
| | 1.5 Work health and safety (WHS)/occupational health and safety (OHS) requirements and recognised safety precautions are applied throughout the operation |
| | 1.6 Allocated aircraft parking position is confirmed |
| | 1.7 Marshalling, aircraft parking and ancillary support equipment are selected and checked for serviceability |
| | 1.8 Relevant documentation is completed and processed in accordance with workplace procedures |
| 2 Establish/disestablish aircraft parking position | 2.1 Marshalling, aircraft parking, and ancillary support equipment are positioned and used in accordance with manufacturer instructions and workplace procedures |
| | 2.2 Movement is conducted in a safe manner in accordance with workplace procedures |
| | 2.3 Environmental factors are monitored to ensure safety is maintained |
| 3 Conduct aircraft marshalling | 3.1 Special circumstances/procedures during aircraft marshalling are allowed for |
| | 3.2 Standard marshalling signals and/or communications are employed |
| | 3.3 Visual contact with pilot, other aircrew and/or ground staff is maintained |
| | 3.4 Safety distances between aircraft and ground personnel/obstructions are identified and maintained |
| | 3.5 Emergency actions are conducted in an aircraft fire or other incident in accordance with workplace procedures |

- 3.6 Aircraft is secured/unsecured in accordance with workplace procedures
- 3.7 Wind speed and direction are continually assessed for impact on marshalling operations
- 3.8 Effects of aircraft ground turbulence on personnel and unsecured objects are taken into consideration

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 AVIF3016 Marshal aircraft.

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>

Assessment Requirements for AVIF0044 Marshal aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- conducting emergency actions in an aircraft fire or other incident in accordance with workplace procedures, including:
 - aircraft evacuation procedures
 - basic firefighting
 - basic first aid
 - crowd control
 - notifying emergency services
 - spill and hazard control
- conducting movement in a safe manner in accordance with workplace procedures
- employing standard marshalling signals and/or communications, including:
 - International Civil Aviation Organization (ICAO) signals
 - standard hand signals
- identifying and correctly using relevant equipment
- implementing aircraft security and access procedures
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining visual contact and safety distances
- modify activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring environmental factors to ensure safety is maintained
- monitoring work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with

workplace procedures

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using standard hand signals
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft danger zones
- aircraft operating restrictions in confined areas
- day and night marshalling signals
- effects of wind speed and direction on aircraft
- landing/taking-off and starting of aircraft
- manufacturer instructions for equipment used for marshalling aircraft
- marshalling, including:
 - aircraft parking
 - allocating and prioritising
 - cargo loading and unloading
 - hover
 - hover taxiing
 - refuelling operations
 - rotor engagement
 - start-up
 - shutdown
 - taxiing
- marshalling for different aircraft, including:
 - aerodrome access
 - aircraft parking/landing area capacity
 - physical security
- marshalling, ground support and aircraft equipment selection and serviceability
- problems that may occur when marshalling aircraft and appropriate action that should be taken in each case
- special circumstances, including:
 - aircraft with no prop or rotor brake
 - installation of locking, protection or security devices
 - negative rotation

- power sources
- safety requirements, e.g. fire bottle attendants
- safety pin requirements for aircraft carrying ordnance
- undercarriage lock pins
- procedures for an aircraft fire, accident or emergency
- ancillary support equipment, including:
 - access/egress equipment
 - external aircraft power facilities
 - first aid kit
 - fire extinguisher
 - parking markers and barriers
- regulations, legislation, organisational policy and procedures in relation to marshalling aircraft
- risks that exist when marshalling aircraft and related risk control procedures and precautions
- security and access requirements.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0045 Facilitate the safety of aerodrome works and works site access

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 facilitate the safety of aerodrome works and works site access in compliance with relevant regulatory requirements and national operating standards.

It includes preparing for aerodrome works, facilitating aerodrome access by vehicles and personnel, facilitating aerodrome works and completing aerodrome works.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Prepare for aerodrome works

- 1.1 Official notification of impending start to aerodrome works is confirmed with appropriate aerodrome personnel
- 1.2 Processes for safe conduct of aerodrome works are developed or adapted from relevant plans, drawings, procedures documents and method of working plans (MOWPs) in accordance with workplace procedures
- 1.3 Factors that may adversely affect the safety and/or security of an aviation workplace are determined
- 1.4 Workplace hazards are identified, risks are assessed and risk controls developed and implemented

2 Facilitate aerodrome access by vehicles and personnel

- 2.1 Access requirements and relevant authorisation for vehicles and personnel are determined in accordance with workplace procedures
- 2.2 Personnel, vehicles and equipment entering airside are inspected to ensure compliance with aerodrome requirements
- 2.3 Appropriate facilitation of works personnel and vehicles is maintained throughout period on airside
- 2.4 Vehicles are inspected to ensure they are marked in an appropriate manner

3 Facilitate aerodrome works

- 3.1 Unserviceability markers and barriers are positioned in accordance with workplace procedures and regulations
- 3.2 Aerodrome works are facilitated in accordance with MOWPs or other workplace procedures
- 3.3 Activities of personnel, vehicles and plant on movement area are managed to ensure aircraft safety
- 3.4 Works are completed in accordance with relevant MOWP or Notice to Airmen (NOTAM)
- 3.5 Updated notification information is issued to ensure continued safe conduct of aerodrome works and aircraft

- operations
- 3.6** Aerodrome is temporarily restored to operational status in accordance with workplace procedures and regulatory requirements as required by aircraft
- 4 Complete aerodrome works**
- 4.1** Works area is cleared of personnel, vehicles and plant in a safe and timely manner, ensuring aerodrome has been restored to full operational status
- 4.2** Works-affected area is inspected for serviceability in accordance with workplace procedures
- 4.3** Aerodrome overall is inspected for serviceability in accordance with workplace procedures
- 4.4** Relevant authorities or organisations are notified of aerodrome serviceability restoration in accordance with workplace procedures using suitable means of communication
- 4.5** Relevant reports are completed, filed and disseminated 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF3025 Facilitate the safety of aerodrome works and works site access.

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>

Assessment Requirements for AVIF0045 Facilitate the safety of aerodrome works and works site access

Modification History

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, performance criteria and range of conditions 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
- applying relevant systems, such as aerodrome safety management system (SMS) and procedures to assess and/or mitigate risk that might arise when inspecting and reporting on aerodrome serviceability
- communicating effectively with others when providing workplace briefings or pre-start meetings to discuss aviation hazards, aircraft schedules, weather and contingencies amongst workers during prior to works
- completing relevant documentation
- identifying and correctly using equipment required to facilitate the safety of aerodrome works and works site access, including:
 - computer
 - hand tools
 - lights
 - maintenance equipment
 - markers
 - radio/s (non-ops/HF radio, airband/very high frequency (VHF) radio)
 - spills response kit
 - telephone
 - vehicle with flashing light
 - vehicle siren/loud speaker
- identifying unserviceability markers and cones, including:
 - displaced threshold markers
 - signal circle markers
 - unserviceability cones
 - unserviceability cross markers
 - unserviceability lighting

- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- inspecting vehicles, including:
 - appropriate markings and lights
 - cleanliness to prevent the spread of weeds
 - company logo/identification
 - fuel and oil leakage
 - radio equipment as required
 - roadworthiness
 - secure loads
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- working tasks within aerodrome, including:
 - maintenance of markings and lights
 - major construction or repairs to movement area
 - minor repairs to pavements
 - mowing grass
 - painting and repainting
 - rolling surfaces
 - surveys and inspections
 - sweeping pavements
- updating and issuing notification information
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others when facilitating the safety of aerodrome works and works site access
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- aerodrome categories, including:
 - certified

- registered
- other
- aerodrome works classifications, including:
 - time limited works not affecting normal aircraft operations (movement area operational in less than 10 minutes)
 - time limited works requiring a Notice to Airmen (NOTAM), where normal aircraft operations are not affected (movement area not operational within 10-30 minutes)
 - works requiring method of working plan (MOWP) with proposed NOTAM for each stage of works
 - unscheduled/emergency works
 - unrestricted works (aerodrome closed)
- aircraft schedules and their use in facilitating the safety of aerodrome works and works site access
- different operating conditions, including:
 - all weather conditions
 - day or night
 - variety of terrain conditions
 - various forms of transport, such as vehicles and other motorised/towed equipment
- functions of a works safety officer
- inspection of personnel, including:
 - confirmation of authorisation to enter airside
 - confirmation of appropriate licence to operate vehicles and equipment
- aerodrome markings and signage
- aerodrome speed limits
- aerodrome terminology, signs and radio instructions
- directions from works safety officer
- required vehicle marking and lighting requirements
- vehicle restriction zones around aircraft, navigation beacons and lights
- operation of airband radio equipment
- physical characteristics of aircraft
- problems, safety hazards and risks that may occur when facilitating the safety of aerodrome works and works site access and related assessment/management measures that may need to be taken
- processes for the safe conduct of works, including:
 - identifying safe work vehicle movement areas
 - instructing work personnel
 - work procedures
- procedures for making movement area safe for aerodrome works, including:
 - accessing current weather information and public/aviation forecasts applicable to works site as required
 - closing aerodrome to all air traffic

- closing the movement area (aerodrome closure)
- contacting aerodrome users
- ensuring lighting required to carry out works does not represent a hazard to aircraft operations
- extinguishing lighting to hazardous section of movement area
- marking unserviceable area/s
- partial closure of movement area
- purpose and application of aerodrome markers, markings and temporary lighting
- purpose and application of MOWP
- reporting procedures
- relevant authorities for reporting purposes, including:
 - aerodrome operator or delegated person
 - aerodrome users
 - air traffic control (ATC)
 - Australian Defence Forces for military bases
 - Civil Aviation Safety Authority (CASA)
 - NOTAM Office (Airservices Australia)
- relevant information/documents, including:
 - aerodrome emergency plan (AEP) and procedures to be followed for each aerodrome emergency
 - aerodrome drug and alcohol management plan (DAMP)
 - aerodrome manual
 - aerodrome SMS and safety/security policies, and principles of risk assessment and risk management
 - aerodrome transport security plan (TSP)
 - airline timetables
 - airside driver handbook and/or airside driving requirements for the aerodrome
 - Australian Standards
 - Civil Aviation Safety Regulations (CASRs)
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - induction and training materials
 - logbooks
 - Manual of Standards (MOS) Part 139 – Aerodromes
 - NOTAM
 - operational checklists
 - plans and maps
 - relevant forms and databases
 - safety data sheets (SDSs)/materials safety data sheets (MSDSs) for hazardous materials
 - workplace procedures
- relevant legislative and regulatory requirements relating to facilitating the safety of

aerodrome works identified in:

- CASRs and MOS Part 139 – Aerodrome
- Defence Orders and Instructions
- environmental sustainability
- standards and recommended practices (SARPs) of the International Civil Aviation Organization (ICAO)
- workplace relations
- WHS/OHS and environmental, procedures and regulations, including DAMP
- reporting procedures
- requirements for completing relevant documentation and/or incident reporting
- safety distances required from an aircraft wingtip to objects, including other aircraft
- signs and notices, including:
 - hazard warnings
 - limited access
 - movement area guidance signs
 - no smoking
 - speed restrictions
 - unauthorised entry
 - underground electrical reticulation
- suitable means of reporting the conduct of works, including:
 - MOWP
 - NOTAM
 - other written means of communications as appropriate
 - verbal communication
- weather information and its implications for workplace operations
- when serviceability inspections may need to occur
- workplace procedures for facilitating the safety of aerodrome works and works site access.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIF0046 Facilitate an aerodrome emergency response

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 facilitate an aerodrome emergency response in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for an aerodrome emergency, responding to an aerodrome emergency, and taking appropriate actions to reinstate aerodrome operations.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Prepare for an aerodrome emergency | <p>1.1 Familiarity with aerodrome emergency response procedures and role of responding agencies is established</p> <p>1.2 Aerodrome emergency equipment is checked and tested in accordance with workplace procedures</p> <p>1.3 Emergency exercises and debriefing sessions are participated in as required</p> <p>1.4 Hazards are identified, risks are assessed and hazard management implemented</p> <p>1.5 Responding agencies are escorted on familiarisation tours of airside facilities as required</p> |
| 2 Respond to an aerodrome emergency | <p>2.1 Established emergency response procedures are followed</p> <p>2.2 Forward command post (FCP) and other forward control areas are appropriately established</p> <p>2.3 Wreckage is guarded and evidence preserved</p> <p>2.4 Command of initial emergency response is appropriately handed over to responding agencies</p> <p>2.5 Responding agencies are assisted as required</p> <p>2.6 Running log is maintained throughout an emergency</p> <p>2.7 Media enquiries are appropriately handled</p> |
| 3 Take appropriate action to reinstate aerodrome operations | <p>3.1 Assessment of continued aerodrome operational capability is correctly made and authorities notified</p> <p>3.2 Airside facilities are returned to service as required</p> <p>3.3 Reports are completed, filed and disseminated to relevant authorities as required in accordance with workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIF3026 Facilitate an aerodrome emergency response.

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>

Assessment Requirements for AVIF0046 Facilitate an aerodrome emergency response

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- applying relevant systems, such as aerodrome safety management system (SMS) and procedures, to assess and/or mitigate risk that might arise while facilitating a response to an aerodrome emergency
- activating the aerodrome emergency plan (AEP), including:
 - implementing aerodrome emergency procedures
 - reporting to Australian Transport Safety Bureau (ATSB)
 - reporting to local police service
- responding to aerodrome emergency, including
 - aircraft crash off aerodrome
 - aircraft crash on aerodrome
 - explosive threat
 - full emergency
 - hazardous materials incident
 - local standby
 - major building fire
 - medical emergency
 - unlawful interference with aviation
 - wildlife hazards
- reporting situations, including:
 - changes to temporary or permanent published aerodrome information
 - emergency situations resulting in some or all of the aerodrome becoming unserviceable
 - restoration of aerodrome serviceability
- communicating effectively with others
- reporting to relevant authorities, including:

- aerodrome operator or delegated person
- aerodrome users
- air traffic control (ATC)
- Australian Defence Force (Defence) Command for military bases
- Civil Aviation Safety Authority (CASA)
- Notice to Airmen (NOTAM) Office (Airservices Australia)
- reporting using suitable means, including:
 - NOTAM
 - verbal communications
 - written communication by fax or email
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following workplace procedures and prioritising work
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocols
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome environments, including:
 - areas surrounding navigational aids
 - aerodrome works sites
 - buildings
 - drainage systems
 - fences and gates
 - obstacle limitation surfaces (OLS)
- aerodrome layout, including:
 - access routes
 - aerodrome movement area facilities:
 - apron
 - clearway

- markers, markings and aerodrome lighting
- runway and runway strip
- runway end safety area
- taxiway and taxiway strip
- appropriate responses to emergency transmission, including:
 - establishing priority of calls
 - imposing radio silence
- critical messages, including a distress message (MAYDAY call) and an urgency message (PAN call)
- emergency response procedures
- operation of airband radio equipment as used to communicate with ATC and/or pilots
- physical characteristics of aircraft, including:
 - commercial charter aircraft
 - commercial passenger aircraft
 - emergency medical service (EMS) aircraft
 - fixed wing and/or helicopters
 - freighter aircraft
 - general aviation/recreational aircraft
 - military aircraft
- problems, safety hazards and risks that exist when facilitating an aerodrome emergency response and related risk assessment/management measures that may need to be taken into account
- hazards, including:
 - aircraft movements
 - explosions
 - fire and smoke
 - foreign object debris (FOD)
 - fumes
 - hazardous/toxic materials
 - other vehicles in the vicinity of the emergency
 - personnel in the vicinity of the emergency
 - slippery surfaces
- purpose and application of aerodrome markers, markings and temporary lighting
- purpose and role of forward command post (FCP)
- aerodrome emergency equipment, including:
 - communications
 - emergency lighting
 - first aid equipment
 - incident management kits
 - spill response and control kits

- tools and equipment
- vehicles and trailers
- radio equipment, including:
 - airband/very high frequency (VHF) radio
 - non-operations/ultra-high frequency (UHF) radio
- relevant information/documents, including:
 - AEP and procedures to be followed for each aerodrome emergency
 - aerodrome manual
 - aerodrome SMS and safety/security policies and principles of risk assessment and risk management
 - aerodrome transport security plan (TSP)
 - airline timetables
 - airside driver handbook and/or airside driving requirements for the aerodrome
 - Civil Aviation Safety Regulations (CASRs)
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - induction and training materials
 - logbooks
 - Manual of Standards (MOS) Part 139 – Aerodromes
 - NOTAM
 - operational checklists
 - plans and maps
 - relevant forms and databases
 - safety data sheets (SDSs)/material safety data sheets (MSDSs) for hazardous materials
 - workplace procedures for facilitating an aerodrome emergency response
- relevant legislative and regulatory requirements relating to facilitating an aerodrome emergency response, including:
 - Defence Orders and Instructions
 - standards and recommended practices (SARPs) of the International Civil Aviation Organization (ICAO)
 - workplace relations
 - WHS and environmental, procedures and regulations, including drug and alcohol management plan (DAMP)
- reporting procedures
- requirements for completing relevant documentation and/or incident reporting
- weather information and its implications for workplace operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

Aerodromes must include one or more of the following:

- certified aerodromes
- registered aerodromes
- other (unclassified) aerodromes.

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>

AVIF2007 Implement regulations and policies during check-in procedures

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 implement regulations and policies during check-in procedures, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes complying with national and international legal obligations, complying with local laws and regulations, and complying with established industrial relations practices and requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety 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

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Comply with national and international legal obligations

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Sources of information on the legal obligations of an aircraft operator and staff during check-in are identified and accessed in accordance with workplace procedures
- 1.2 An understanding of the legal obligations of an aircraft operator and staff during check-in is developed and applied to day-to-day work in the aviation industry
- 1.3 Compliance is maintained with the legal obligations that bind an aircraft operator and staff during check-in

2 Comply with local laws and regulations

- 2.1 Relevant national/state/territory work health and safety (WHS)/occupational health and safety (OHS) laws and regulations are correctly identified and applied in day-to-day work to ensure compliance, in accordance with workplace procedures
- 2.2 Relevant customs and quarantine regulations are correctly identified and appropriate action is taken in day-to-day work to ensure compliance as required
- 2.3 Appropriate advice is provided to passengers on customs and quarantine regulations as required
- 2.4 Compliance is maintained with local laws and regulations while providing check-in services in all ports serviced by airline operator

3 Comply with established industrial relations practices and requirements

- 3.1 Sources of information on established industrial relations practices and requirements relevant to the aviation industry are identified and accessed in accordance with workplace procedures
- 3.2 An understanding of the established industrial relations practices and requirements relevant to the aviation industry is developed and applied to day-to-day work during passenger service operations

- 3.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work during passenger service operations

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.

Check-in service must be provided for one or more of the following:

- any type of commercial aircraft flight including domestic or international, while in home port or in slip port
- short and/or long haul services
- any category of service including economy, business class and first class

An understanding of the employer/employee obligations and responsibilities must include one or more of the following:

- concepts of arbitration and conciliation
- industrial awards system
- specific relevant enterprise awards/agreements
- trade union system

Information must include one or more of the following:

- airline procedures and instructions, and job specifications
- check-in service checklists and procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- induction and training materials
- local laws and regulations when providing check-in services in remote countries
- WHS/OHS security and environmental protection regulations
- relevant regulations, including security, customs, quarantine, WHS/OHS security and environmental protection regulations
- workplace policies

Unit Mapping Information

This unit replaces and is equivalent to AVIF2007B Implement regulations and policies during check-in procedures.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIF2007 Implement regulations and policies during check-in procedures

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified 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 conforming to industry and WHS/OHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- concepts of arbitration and conciliation
- people to be consulted about implementing regulations and policies during check-in procedures:
 - aircraft cabin crew and flight crew members
 - airline supervisory and management staff
 - aviation industry regulatory staff
 - customs authority staff
 - ground support staff
 - passengers
 - quarantine authority staff
 - relevant government officials from Australia or other countries
 - relevant human resources staff
 - relevant technical staff
 - union representatives
- principles of enterprise bargaining where applicable
- requirements of relevant legislation and regulations for check-in services
- relevant regulations and policies related to:
 - established industrial relations practices and requirements
 - emergency and security procedures
 - employer/employee obligations and responsibilities
 - equal opportunity and anti-discrimination regulations
 - industrial relations institutions, organisations and their functions
 - local laws and regulations
 - national and international legal obligations
 - national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
 - WHS/OHS, health, quarantine, customs and security procedures and regulations
- workplace and government policy on:
 - smoking on or in the vicinity of aircraft
 - using mobile phones or other electronic devices on or in the vicinity of aircraft
- workplace procedures and policies related to passenger check-in services for commercial, domestic and international aircraft flights.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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

AVIF2019 Work in aircraft confined spaces

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 work in aircraft confined spaces, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning and preparing for work in an aircraft confined space, entering and working in an aircraft confined space, exiting aircraft confined space, and completing confined space activities.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to safety 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

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Plan and prepare for work in an aircraft confined space

- 1.1 Work instructions relevant to the task being performed are obtained, confirmed and applied to allocated task in accordance with established workplace procedures
- 1.2 Safety requirements are applied to allocated task in accordance with established workplace procedures
- 1.3 Authorisation to enter a confined space is obtained in accordance with established workplace procedures
- 1.4 Hazards are identified, risks are assessed and hazard management is implemented
- 1.5 Tools, equipment and personal protective equipment are selected to carry out task consistent with job requirements
- 1.6 Serviceability of tools, equipment and personal protective equipment is checked and faults are rectified or reported in accordance with established workplace procedures

2 Enter and work in an aircraft confined space

- 2.1 Access cover/cargo hold door is removed or opened as required
- 2.2 Confined space is entered in accordance with established workplace procedures
- 2.3 Communication is maintained with appropriate personnel in accordance with established workplace procedures
- 2.4 Designated work in confined space is conducted in accordance with established workplace procedures

3 Exit aircraft confined space

- 3.1 Confined space is exited in accordance with established workplace procedures
- 3.2 Tools, equipment, material and personal protective equipment are recovered from confined space

- | | |
|---|--|
| 4 Complete confined space activities | <p>3.3 Access cover/cargo hold door is replaced or closed as required</p> <p>4.1 Tools, equipment and personal protective equipment are checked and stored in accordance with established workplace procedures</p> <p>4.2 Unserviceable tools, equipment and personal protective equipment are fixed or reported in accordance with established workplace procedures</p> <p>4.3 Documentation is completed and processed in accordance with established workplace 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.

- | | |
|--|---|
| <p>Hazards that exist when working in an aircraft confined space include one or more of the following:</p> | <ul style="list-style-type: none"> • climatic conditions/extreme temperatures • contaminated atmosphere • dust • fire • hazardous materials • height of confined aircraft space • moving equipment within aircraft • noise • protruding surfaces in aircraft bulkhead and hold structures • toxic gases • uneven surfaces or gaps in aircraft floor • vibration |
| <p>Tools and equipment must include one or more of the following:</p> | <ul style="list-style-type: none"> • atmospheric testing equipment • communications equipment • harness and lifeline • self-contained breathing apparatus • signs and barriers |

- Personal protective equipment must include one or more of the following:
- tools and equipment relevant to work to be performed
 - hearing protection
 - high visibility clothing
 - protective clothing
 - safety footwear
 - safety glasses
 - safety gloves
 - sun protection
- Communication must include one or more of the following:
- hand signals
 - mobile phone
 - two-way radio
 - verbal instructions
 - written instructions

Unit Mapping Information

This unit replaces and is equivalent to AVIF2019A Work in aircraft confined spaces.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIF2019 Work in aircraft confined spaces

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying safe and effective operational use of tools, equipment and personal protective equipment
- applying safe preparation, entry and exit performance and application of all appropriate procedures
- communicating effectively with others
- completing relevant documentation
- complying with organisational policies and procedures
- identifying and correctly using aircraft confined space tools and equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- planning and preparing for work in an aircraft confined space
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- selecting and using required personal protective clothing and equipment conforming to industry and WHS/OHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft confined space management and reporting procedures
- common hazards associated with working in aircraft confined spaces
- manufacturer instructions for aircraft confined space tools and personal protective equipment
- organisational defect reporting procedures
- problems that may occur when working in an aircraft confined space, and appropriate action that should be taken in each case
- regulations, legislation, organisational policy and procedures in relation to working in aircraft confined spaces
- relevant WHS/OHS and environmental procedures and regulations
- risks that exist when working in an aircraft confined space, and related risk control procedures and precautions
- safe manual handling techniques in confined spaces
- workplace procedures for working in an aircraft confined space.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in

industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIF4008 Supervise cabin safety and security

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 safety and security in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying, supervising and actioning emergency procedures; and assessing and responding to emergency first aid situations. It also includes providing appropriate treatment, monitoring the situation, responding to incidents that affect the safety and security of passengers and crew, and maintaining safety and security records.

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

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify, supervise and action emergency procedures

2 Assess and respond to emergency first aid situations

3 Provide appropriate treatment

4 Monitor and respond to inflight incidents

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Emergency situation type is recognised and reported to appropriate personnel

1.2 Emergency procedures are actioned in accordance with aviation enterprise and regulatory requirements

1.3 Safety checks are implemented in accordance with aviation enterprise and regulatory requirements

2.1 Emergency first aid situations are quickly recognised and reported to appropriate personnel

2.2 First aid situation is assessed and a prompt decision is made following liaison with appropriate personnel and/or crew

2.3 Appropriate assistance from emergency services/colleagues/customers is organised

3.1 Assessment of patient's physical condition from visible vital signs is undertaken in liaison with appropriate personnel and/or crew

3.2 First aid is provided in accordance with aviation enterprise policy

4.1 Back-up medical or emergency services appropriate to the incident are notified in liaison with appropriate personnel and/or crew

4.2 Situation is constantly monitored and appropriate adjustments to cabin service and security are made

4.3 Appropriate incident handling techniques for incident type are used in accordance with regulatory requirements and aviation enterprise policies and procedures

4.4 Emergency equipment appropriate to incident type is chosen and used in accordance with manufacturer and workplace

procedures

- 5 Maintain safety and security records**
- 5.1** All required documentation relating to safety, security and first aid incidents is accurately completed and provided to appropriate personnel
 - 5.2** Feedback to improve safety and security processes is provided to appropriate personnel

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 AVIF4008A Supervise cabin safety and security.

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>

Assessment Requirements for AVIF4008 Supervise cabin safety and security

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
- identifying and correctly using relevant equipment, including:
 - firefighting equipment
 - first aid equipment
 - general safety equipment
 - oxygen equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, regulations, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- responding appropriately to one or more of the following inflight incidents:
 - aggressive or violent customers
 - incidents at domestic or international destinations
 - incidents classified as unlawful interference with aviation

- industrial disputes affecting crew
- intoxicated customers
- responding to one or more of the following emergency situations:
 - evacuation
 - fire
 - hijack
 - injury to or illness of crew or customer
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- using medical equipment appropriately in accordance with manufacturer instructions and aviation enterprise policy
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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 enterprise emergency procedures
- aviation enterprise leadership principles
- aviation enterprise structure, products, policies, procedures and service standards
- appropriate service for customers with a range of disabilities and specific needs
- cabin features and amenities for various types of aircraft
- cabin first aid procedures
- complaint handling procedures
- customer service records and documentation
- features, amenities and departure gate locations of terminals at designated airports
- individual crew responsibilities related to cabin safety and security
- needs and expectations of different types of customers, including internal and external customers
- people to be consulted about cabin security and safety:
 - aircraft resourcing staff
 - catering staff
 - emergency services staff
 - ground staff
 - other cabin crew and flight crew members
 - security staff
 - technical staff
- problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case

- relevant aviation enterprise divisional business plans
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS/OHS regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to emergency procedures
- risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- service quality and continuous improvement principles
- unlawful interference with aviation incidents and response actions relevant to own role:
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- use of cabin medical equipment.

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>

AVIF5003 Manage human performance and team resources during air traffic control operations

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 human performance and team resources during air traffic control operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes maximising personal performance, managing errors and participating as a team member within an air traffic services environment.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to air traffic control duties that complement the technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services across a variety of operational contexts within the Australian aviation industry in various time, weather and traffic conditions associated with psychological and/or physiological limitations to performance.

Operations are conducted as part of commercial and military air traffic services 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

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Maximise personal performance

2 Manage error

3 Participate as a team member

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Factors affecting individual human performance are monitored and managed

1.2 Appropriate assertiveness is applied

1.3 Personal workload is regulated by prioritising work tasks

1.4 Human machine interface (HMI) is optimised to enhance human performance

1.5 Decisions taken to manage overall performance are employed

2.1 Error prevention techniques are applied

2.2 Errors are recognised and rectified

2.3 Undesired states, resulting from errors, are recovered

2.4 Personal responsibility for own errors is acknowledged

3.1 Roles and responsibilities of others are considered and responded to appropriately

3.2 Duty of care towards others is applied

3.3 Situational leadership and followership skills are applied to increase team output

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIF5003B Manage human performance and team resources during air traffic control operations.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIF5003 Manage human performance and team resources during air traffic control operations

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- acknowledging, inquiring and observing when managing human performance
- adhering to standard operating procedures
- allocating attention according to priorities
- applying reasoning and decision making
- communicating effectively with others
- listening actively
- managing operating environment in accordance with standard operating procedures
- reporting and rectifying identified problems promptly
- requesting assistance from others as required
- responding to stressful situations with a considered and measured approach
- taking actions to mitigate effects of external threats to personal performance
- working systematically with required attention to detail.

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:

- decision making techniques
- duty of care principles and application
- fatigue management systems and the effects of shift work
- human machine interface (HMI) setup to enhance performance
- incident and accident causation models

- just culture policy and principles, including individual and organisational accountabilities surrounding the reporting and investigation of air traffic service attributable safety occurrences
- medical requirements for an air traffic controller licence, including responsibilities for fitness for duty
- physiological factors affecting human performance
- principles and practices for leadership and followership within work teams
- psychological factors affecting human performance
- recency and currency requirements
- regulatory requirements covering length of shift and break requirements
- relevant legislation and workplace procedures
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and regulations
- threat and error management.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIF5013 Provide search and rescue alerting and emergency response

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit. SAR acronym has been removed from the title.

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 provide search and rescue (SAR) alerting services, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes providing emergency response and providing search and rescue alerting.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Provide emergency response

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Critical initial actions are carried out in accordance with emergency plans and checklists
- 1.2 Response to abnormal or emergency situations is provided using standard operating procedure
- 1.3 Separation is applied during abnormal or emergency situations
- 1.4 Priority service is provided to emergency situations
- 1.5 Standard emergency phraseologies are used
- 1.6 Critical information is relayed and updated
- 1.7 Abnormal or emergency situations are coordinated and transferred to other responsible units as required
- 1.8 Appropriate emergency phase is declared in accordance with standard operating procedure
- 1.9 Emergency situations are recorded and events are reported in accordance with standard operating procedure

2 Provide search and rescue alerting

- 2.1 Critical event times for search and rescue alerting are monitored and actioned
- 2.2 Appropriate emergency phase is amended when required
- 2.3 Search and rescue information is coordinated and/or relayed
- 2.4 Actions are completed and reviewed 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIF5013A Provide SAR alerting and emergency service.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIF5013 Provide search and rescue alerting and emergency response

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- communicating clearly and concisely to relevant stakeholders using standard and non-standard phrases
- communicating effectively when providing search and rescue (SAR) alerting and emergency response
- comprehending incoming information and responding effectively
- declaring emergency phases
- initiating in-flight emergency response (IFER) and implementing Aerodrome Emergency Plan (AEP)
- maintaining air traffic services to other traffic during emergencies and abnormal operations
- monitoring and responding to alarms
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring critical SAR event times
- operating equipment in accordance with standard operating procedures
- regulating own workload in abnormal or emergency situations
- responding and updating checklists
- responding to SAR alerting
- responding to stressful situations with a considered and measured approach
- using emergency messages, phrases and signals
- working systematically with required attention to detail.

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:

- documentation for providing SAR alerting and emergency response including recording emergency and/or abnormal flight related information
- emergency and abnormal human machine interface (HMI) indications including alerts and alarms
- emergency checklists and documentation
- emergency separation standards
- emergency communications
- IFER documentation
- IFER management process
- jurisdictions related to SAR for different aircraft operations
- relevant and environmental procedures and regulations
- SAR time (SARTIME) criteria and emergency phase declaration
- SAR watch (SARWATCH) criteria and emergency phase declaration
- SAR organisations and authorities
- types of in-flight emergencies
- use of checklists and other documentation.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIG0001 Work effectively in a transport security environment

Confidential Content

Confidential - content not available

Assessment Requirements for AVIG0001 Work effectively in a transport security environment

Confidential Content

Confidential - content not available

AVIG0002 Lead a work team or group in a controlled environment

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 lead a team to implement regulations and policies during aviation safety and service operations in compliance with relevant regulatory requirements, national and international operating standards.

It includes complying with relevant regulations and legal obligations, complying with established industrial relations practices and requirements, and complying with relevant local laws and regulations.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to safety management duties of flight and ground crews 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

G – Teamwork

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 Participate in work team/group planning

1.1 Requirements of a team/group task are identified and clarified in conjunction with team/group members to ensure appropriate interpretation of specifications enterprise requirements

1.2 Hazards are identified, risks are assessed and control measures implemented

1.3 Task is interpreted and relevant steps identified in conjunction with team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements

1.4 Steps are planned in conjunction with other personnel to allow achievement of practical outcomes in accordance with enterprise and/or manufacturer procedures

2 Manage and develop work team/group performance

2.1 Task activities are assigned to team/group members based on competence, expertise and availability

2.2 Team/group members are advised about symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other work health and safety (WHS)/occupational health and safety (OHS) policies

2.3 Performance measures and requirements are agreed with team/group members in accordance with enterprise procedures

3 Participate in and facilitate work team/group to achieve tasks

3.1 Work activity is organised and carried out with team/group members and other personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks

3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility

4 Document and review work team/group tasks

4.1 Necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer and enterprise requirements

- 4.2 Outcomes of team/group task activities are compared with planned objectives, task instructions and specifications to ensure all requirements have been met

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

No equivalent unit.

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>

Assessment Requirements for AVIG0002 Lead a work team or group in a controlled environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and recommending improvements to services, resource allocation and use
- leading and encouraging team members
- modifying team activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising team activities in terms of planned schedule
- negotiating and working effectively with team members
- operating electronic communications equipment to required protocol
- planning team activities, including predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- coaching and mentoring approaches
- principles, duty of care and obligations within the Australian aviation industry
- relevant work health and safety (WHS) and environmental protection policies and procedures
- relevant regulatory and codes of practice requirements
- strategies to implement continuous improvement processes
- techniques to encourage appropriate participation of team/group members
- typical problems that can occur when leading a work team and related appropriate action that

can be taken

- workplace policies and plans, including procedures for training and development
- workplace protocols and procedures for leading work teams.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIG0003 Work effectively in the aviation industry

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 work effectively in the aviation industry, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining appropriate work roles, contributing to the planning of activities working with others, and following work health and safety (WHS) procedures.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to teamwork duties of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

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 Determine appropriate work roles within an aviation workplace

1.1 Work instructions, performance requirements, workplace procedures and WHS requirements are considered when identifying work roles for each team member

1.2 Contributions are made to the team to assist in determining appropriate work roles and responsibilities required to successfully and safely complete work activities

2 Contribute to planning the successful, safe and efficient outcome of a work activity

2.1 Suggestions and information are contributed to assist the planning of work activities and to minimise delays to stakeholders

2.2 Hazards are identified, risks are assessed and hazard management implemented

2.3 Safety issues within an airport environment are identified and contributions are made to minimise risks to team members

3 Work with others in the aviation industry

3.1 Correct aviation terminology relevant to the context of work being undertaken is used to communicate with stakeholders

3.2 Contributions are made to assist in the safe and efficient completion of work activities

3.3 Within scope of own job role, assistance is given to team members to complete assigned tasks

3.4 Work tasks are completed in accordance with relevant aviation workplace procedures, industry rules and regulations

3.5 Factors affecting the efficient completion of a work task are identified and contributions are made to minimise the impact

3.6 Workplace technology and equipment is operated in accordance with manufacturer instructions, workplace policies and procedures, and WHS regulations

3.7 Within scope of own job role, contributions are made to the team and supervisors to improve work practices and

- procedures
- 4 Follow WHS procedures within an aviation workplace**
- 4.1** Airport and workplace policies and procedures are clarified as required and executed when dealing with accidents, fires and other emergencies
 - 4.2** Potential causes of incidents are identified and reported
 - 4.3** Actions are taken to minimise safety risks to the public and airport personnel, and the risk of property damage
 - 4.4** WHS procedures for controlling risks are clarified as required, followed and applied in day-to-day work activities
 - 4.5** WHS procedures required for working around machinery and aircraft are correctly followed
 - 4.6** Protective clothing is worn and personal protective equipment is correctly used 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIG2002 Work effectively in the aviation 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>

Assessment Requirements for AVIG0003 Work effectively in the aviation industry

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- contributing suggestions and information to assist planning a work activity
- contributing to a group discussion to identify work roles and responsibilities
- identifying safety hazards in an aviation workplace and taking action to minimise risks to all team members by following work health and safety (WHS) procedures
- identifying, reporting and/or rectifying problems with work tasks
- implementing work health and safety (WHS) procedures and relevant regulations
- monitoring and suggesting modifications to team activities to meet a planned schedule
- obeying workplace procedures, signage, industry rules and regulations
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using aviation technology to communicate with team members correctly
- using workplace technology and equipment to achieve work tasks
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aviation industry workplace structures
- aviation terminology
- cultural differences and their potential impact on an aviation workplace

- industry rules and regulations applicable to working safely
- principles of team communication
- principles of teamwork
- roles and responsibilities of team members
- techniques to identify potential safety risks in an aviation workplace
- typical misunderstandings and problems that can occur in an aviation workplace and appropriate ways of dealing with them
- WHS requirements and responsibilities in the aviation industry
- WHS signs and signals
- workplace procedures, signage, industry rules and regulations, and duty of care requirements
- aviation equipment and technology, including:
 - aircraft
 - air traffic control systems
 - catering equipment
 - computers
 - phones
 - radio
 - refuelling equipment
 - security screening equipment
 - vehicles and transporters
- hazards related to working in the aviation industry, including:
 - broken and damaged equipment
 - chemicals and other harmful substances
 - equipment emitting harmful radiation or electronic signals
 - extremes in weather conditions
 - flammable materials and fire hazards
 - floor surfaces
 - lifting practices
 - lighting levels
 - movement of equipment, goods, vehicles or aircraft
 - prop wash or jet blast from aircraft
 - water hazards
 - traffic flows, vehicle and equipment operation
- appropriate PPE.

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. 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>

AVIG2003 Work in a socially diverse environment

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 work in a socially diverse environment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes communicating with customers and colleagues from diverse backgrounds, and dealing with cross-cultural misunderstandings.

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

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

G – Teamwork

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate with customers and colleagues from diverse backgrounds

2 Deal with misunderstandings

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Customers and colleagues from diverse groups are valued and treated with respect and sensitivity

1.2 Individual needs are appropriately recognised in verbal and non-verbal communication

1.3 Where language barriers exist, reasonable efforts are made to communicate by alternative means

1.4 Assistance from colleagues, reference books or outside organisations is actively sought, as required

2.1 Issues that may cause conflict or misunderstanding in the workplace are identified and addressed

2.2 Difficulties are addressed with appropriate people and assistance is sought from team leaders

2.3 When difficulties or misunderstandings occur, possible diversity needs are considered

2.4 Efforts are made to resolve misunderstandings, taking account of diversity considerations

2.5 Issues and problems are referred to appropriate team leader/supervisor for follow-up

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 AVIG2003A Work in a socially diverse environment.

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>

Assessment Requirements for AVIG2003 Work in a socially diverse environment

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:

- addressing discrimination and bias in the workplace
- applying relevant legislation and workplace procedures
- communicating effectively with persons of diverse backgrounds and cultures
- completing relevant documentation
- ensuring activities are inclusive of diverse people
- ensuring messages and instructions are clearly understood
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- modifying activities and behaviour depending on differing operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- participating in identifying and implementing change to create an inclusive environment
- 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 to convey understanding and build relationships
- working collaboratively with others in a socially diverse environment
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- awareness of the diversity of Australia's Aboriginal and Torres Strait Islander peoples
- basic understanding of cultural dynamics as a factor in behaviour, including:
 - definition of culture as ways of knowing, being, doing and relating
 - the unique way individuals may experience a culture and respond to past experiences, including:
 - own culture and influences and how these may have changed
 - own perceptions of other cultures in Australian society and related bias
 - how cultural influences effect own behaviour and relationships and the behaviours and relationships of others
 - social, family and kinship
 - religious and spiritual beliefs
 - race and ethnicity
 - historical, political and economic influences
 - values and norms
 - dialects, idioms, colloquialisms, gestures and forms of address
 - taboos
 - social determinants
- broad understanding of resolution strategies, including:
 - workplace policies and procedures
 - conflict resolution
 - de-escalation and defusing techniques
 - negotiation
- diversity, including:
 - gender
 - age
 - disabilities
 - family obligations
 - family-structure
 - forms of address
 - language
 - levels of formality/informality
 - non-verbal behaviour
 - personal grooming
 - product preferences
 - race
 - recognised holidays
 - sexual preference
 - specific needs
 - work ethics
- outside organisations, including one or more of the following:

- appropriate government agencies
- diplomatic services
- educational institutions
- interpretative services
- local cultural organisations
- mediation
- counselling
- principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- principles that underpin cultural awareness
- recognition of different cultural groups in Australian society
- recognition of various international customer groups (as appropriate to the sector and individual workplace)
- relevant Australian and state/territory anti-discrimination legislation and equal opportunity legislation
- typical cross-cultural misunderstandings and problems that can occur in the workplace, and appropriate ways of dealing with them
- what it means to be culturally aware
- strategies and methods to overcome language barriers when:
 - answering simple enquiries
 - describing goods and services
 - giving simple directions
 - giving simple instructions
 - meeting and greeting/farewelling customers
 - preparing for, serving and assisting customers.

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 personal protective equipment (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>

AVIH0006 Navigate remote pilot aircraft systems

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 navigate remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing charts and flight plans, complying with airspace procedures, conducting departure procedures and maintaining RPAS in operational areas. It also includes navigating RPAS in visual line of sight (VLOS), applying lost link and radio communication procedures, and executing arrival procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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 within a single-pilot or multi-crew remote pilot aircraft (RPA) environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Prepare charts and flight plan | <p>1.1 Suitable maps, aeronautical charts and weather briefings for intended operation are selected and flight plan is prepared</p> <p>1.2 Pre-operations information and Notice to Airmen (NOTAM) is accessed, analysed and applied to flight plan</p> <p>1.3 Hazards are clearly indicated on charts and risk controls are implemented</p> <p>1.4 Effects of wind velocity, adverse environmental conditions and contingency actions are planned for</p> |
| 2 Comply with CASA standard operating conditions | <p>2.1 CASA standard operating conditions are complied with and air traffic regulations are maintained</p> <p>2.2 Airspace awareness is maintained</p> |
| 3 Conduct departure procedures | <p>3.1 Remote pilot station is organised and essential information is accessed</p> <p>3.2 Departure administration tasks and communications are conducted</p> <p>3.3 Orientation to ground level is maintained</p> <p>3.4 Control of RPAS is given precedence over conducting navigation and communication tasks</p> <p>3.5 Situational awareness and lookout is maintained using a systematic scan technique</p> <p>3.6 Local and published noise abatement requirements and curfews are observed</p> <p>3.7 Separation with other air traffic is maintained</p> |
| 4 Maintain RPAS in operational area | <p>4.1 Planned route is followed</p> <p>4.2 Communication tasks are complied with</p> <p>4.3 RPAS endurance is monitored and energy reserve needs are revised</p> |

- 4.4 Pre-descent or navigation turning point checks are executed if required
 - 4.5 Air traffic separation is maintained at all times
 - 4.6 RPAS is controlled
 - 4.7 Deteriorating visual meteorological conditions are recognised and appropriate RPAS corrective actions are taken
 - 4.8 Situational awareness and lookout is undertaken using a systematic scan technique
- 5 Navigate RPAS within VLOS**
 - 5.1 VLOS of RPAS is maintained at all times
 - 5.2 Awareness of current and forecast weather conditions is maintained
 - 5.3 Systematic scan technique is implemented at all times
 - 5.4 Hazards and threats are identified and appropriately controlled
 - 5.5 Effects of wind velocity, adverse environmental conditions and contingency actions are responded to as required
 - 5.6 Situational awareness is maintained at all times
- 6 Apply abnormal and emergency situation response procedures**
 - 6.1 Remote piloted aircraft is configured to maintain safe operating conditions within defined airspace requirements during abnormal and emergency situations
 - 6.2 Remote piloted aircraft position and intention broadcasts are made to local and area traffic, including air traffic services
 - 6.3 Appropriate radio communication failure procedures during abnormal or emergency situations are selected
- 7 Perform arrival and landing**
 - 7.1 Aircraft separation, lookout and tracking tolerances are maintained within the control area
 - 7.2 Wind velocity and direction are assessed to confirm clearance instructions and landing direction
 - 7.3 Aircraft is landed in the defined landing zone in

accordance with documented procedures

7.4 Perform documented shutdown 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.

Unit Mapping Information

This unit replaces and is not equivalent to AVIH3019 Navigate remote pilot aircraft systems.

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>

Assessment Requirements for AVIH0006 Navigate remote pilot aircraft systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying aviation risk management processes to remote pilot aircraft systems operations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant remote pilot aircraft systems (RPAS) aeronautical knowledge
- applying relevant approach and landing procedures
- applying relevant departure procedures
- applying sound airmanship skills during controlled aerodrome operations, including:
 - aircraft departure
 - aircraft arrival
 - aircraft landing and dispersal
- determining area wind velocity and wind direction
- identifying and correctly using relevant equipment
- identifying relevant operational information from Enroute Supplement Australia (ERSA) and Notice to Airmen (NOTAM)
- implementing contingency plans and modifying activities depending on workplace contingencies, situations and environments
- interpreting weather forecasts and local observations
- maintaining compliance with regulatory requirements
- navigating RPAS tasks, including:
 - visual line of sight (VLOS)
 - visual meteorological conditions
- obtaining and interpreting traffic information
- performing appropriate actions in abnormal operations and emergencies
- performing navigational functions within the parameters of applicable regulations, orders and operations manual procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs

- applying appropriate radio communication failure procedures during abnormal or emergency situations
- sourcing and interpreting aviation weather forecast products and services as appropriate
- transmitting appropriate aircraft position and intention broadcasts.

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 map reading and understanding spot heights and elevation utilising SMS
- air navigation techniques applicable to RPAS operations
- characteristics of different visual chart types
- chart reading techniques
- identification and navigational tolerances of control area (CTA), control zone (CTR), and prohibited, restricted and danger (PRD) areas
- limitations of RPAS navigation systems
- potential impacts of specific weather phenomena on RPAS operations
- principles of operation of RPAS navigation systems
- Civil Aviation Safety Authority (CASA) approved drone safety app
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge
- Notice to Airmen (NOTAM) information requirements
- radio failure procedures
- standard radio telecommunication phraseology
- air traffic services information requirements
- Class C, D and G airspace operating requirements
- controlled airspace
- danger areas
- radio failure procedures
- restricted airspace
- standard radio telecommunication phraseology
- visual flight rules (VFR)
- visual navigation charts (VNC).

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 must occur in workplace operational situations. Where this is not appropriate,

assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIH0007 Operate remote pilot aircraft systems under night visual line of sight (NVLOS)

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 operate remote pilot aircraft systems (RPAS) flight under night visual line of sight (NVLOS) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining RPAS NVLOS flight requirements, obtaining and using operational documents, preparing NVFR flight plans, making flight notifications and programming navigation systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Determine aircraft meets requirements for NVLOS flight | 1.1 Aircraft requirements for NVLOS flight are determined |
| | 1.2 Flight and navigation instruments, minimum electrical lighting, navigation equipment and any other requirements fitted to aircraft are checked to ensure they are suitable and serviceable for NVLOS flight |
| 2 Obtain and use current operational documents | 2.1 Operational documents applicable to flight are obtained and checked for currency |
| | 2.2 Applicable information contained in documents for flight planning and management is interpreted and applied |
| | 2.3 Documents required for flight are stowed and their accessibility for pilot during flight is ensured |
| 3 Prepare flight plan for NVLOS flight | 3.1 Charts suitable for intended NVLOS flight are selected and prepared |
| | 3.2 Applicable information to prepare a flight plan that details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied |
| | 3.3 Hazards are identified, risks are assessed and hazard management is implemented |
| | 3.4 Meteorological, airways facilities, area of operation and Notice to Airmen (NOTAM) information applicable to planning and conducting a flight is obtained, interpreted and applied |
| | 3.5 Routes to optimise options in engine failure are planned |
| 4 Determine operational requirements | 4.1 Power requirements due to weather and navigation aid availability are determined in accordance with operational requirements |
| | 4.2 Total fuel requirements are calculated |

- 5 Make flight notification**
 - 5.1** Flight notification is prepared for planned NVLOS flight
 - 5.2** Completed flight notification is submitted
 - 5.3** Flight notification acceptance is confirmed
- 6 Program navigation system**
 - 6.1** Data is prepared for transfer to approved airborne navigation system
 - 6.2** Navigation data is loaded and checked

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

No equivalent unit.

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>

Assessment Requirements for AVIH0007 Operate remote pilot aircraft systems under night visual line of sight (NVLOS)

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating fuel requirements
- communicating effectively with others
- completing relevant documentation
- determining alternate landing area requirements and suitability for a night visual flight to a specified destination given relevant information, including Notice to Airmen (NOTAM)
- determining fuel quantity required for a night visual flight
- determining holding requirements due to weather, traffic or traffic advisory
- determining currency of operational documents
- determining meteorological forecasts required for a night visual flight
- determining whether a flight should proceed based on available meteorological forecasts
- extracting and applying relevant information from operational documents
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting meteorological forecasts
- interpreting navigation charts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults and malfunctions promptly in accordance with

workplace procedures

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting suitable navigation aids/systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- airspace requirements and procedures under night visual line of sight (NVLOS) conditions
- critical point (CTA) and point of no return (PNR)
- documents required to be carried on a night visual flight
- factors affecting en route performance, range and endurance
- icing conditions and hazards
- limit of NVLOS operations in a single-engine aircraft
- limitations and errors of navigations aids/systems
- meteorological considerations for a NVLOS flight
- NVLOS and procedures
- NVLOS cruising levels, selection and hazards
- NVLOS route planning requirements
- pilot medical fitness and qualifications necessary for night visual flight
- privileges of NVLOS rating
- procedures for flight plan amendments and revised estimates for a night visual flight
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to NVLOS and flight planning requirements
- relevant WHS and environmental procedures and regulations
- requirements for an alternate landing area
- requirements for in-flight progress reports
- requirements for submission of flight notification and search and rescue watch (SARWATCH)
- specification of aircraft electrical lighting, radio communication and navigation equipment required for night visual flight
- specification of aircraft flight instruments required for night visual flight
- speed restrictions for night visual flight
- use of a navigational computer
- validity of a given meteorological forecast for a night visual flight.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIH0008 Operate remote pilot aircraft systems in extended visual line of sight (EVLOS)

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 operate remote pilot aircraft systems (RPAS) in extended visual line of sight (EVLOS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing RPAS during normal flight and managing RPAS during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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 RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Operate RPAS during normal flight

- 1.1 Command controls systems are checked and tested for the range of operation
- 1.2 Crew resources are managed prior to operations including observer briefings
- 1.3 RPAS, sub-systems and devices are operated to achieve operational requirements
- 1.4 RPAS, sub-systems and devices are monitored using a systematic scan technique
- 1.5 RPAS and flight environment information is analysed to identify actual and potential threats or errors
- 1.6 RPAS automation is utilised to manage control station workload
- 1.7 Checklist procedures are implemented during normal RPAS operations

2 Operate RPAS during abnormal and emergency procedures

- 2.1 Abnormal or emergency situations are identified, diagnosed and communicated
- 2.2 RPAS control is maintained at all times
- 2.3 RPAS abnormal or emergency checklist procedures are implemented to maintain safety of flight
- 2.4 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.5 Location and operation of emergency systems applicable to RPAS are explained

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

No equivalent unit.

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>

Assessment Requirements for AVIH0008 Operate remote pilot aircraft systems in extended visual line of sight (EVLOS)

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting remote pilot aircraft systems (RPAS) displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan technique for monitoring RPAS, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in RPAS
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes relevant to RPAS operations
- effective communication
- radio protocols between flight crew
- observer briefings
- command and control links including:
 - link quality
 - radio range effectiveness
 - link security
 - setting up antennas and/or antenna trackers
- error management, including error types, causes and consequences
- fatigue risk management
- human factors relevant to RPAS operations in extended visual line of sight (EVLOS)
- human performance and its limitations, including the senses, memory and situational awareness
- normal, minimum and maximum fuel pressures or battery/power levels and power draw
- risk identification, analysis and control
- individual remote pilot aircraft sub-systems as applicable to RPAS type and relevant rating/endorsement requirements, including:
 - battery/fuel/power system:
 - use of a schematic diagram of battery/fuel/power system to explain layout and normal operating procedures
 - likely faults that may affect battery/fuel/power system
 - emergency operating procedures for battery/fuel/power system
 - operation of /battery/fuel/power selector panel or display
 - use of cross-feed or power distribution
 - fuel-dumping procedures
 - full battery/fuel capacity and fuel grade
 - hydraulic system, including:
 - use of a schematic diagram of hydraulic system to explain layout and normal operating procedures
 - likely faults that may affect hydraulic system
 - emergency operating procedures for hydraulic system
 - units or services operated by hydraulics
 - type of hydraulic fluid, operating pressure and capacity of reservoir
 - flight environment information must include one or more of the following:
 - head up display (HUD) suitable for flight
 - RPAS control systems suitable for flight indications, including height, speed, direction

and location

- electrical system, including:
 - use of a schematic diagram of electrical system to explain type/s of electrical system
 - likely faults that may affect electrical system
 - emergency operating procedures for electrical system
 - voltage and amperage of battery or power cell
 - number and output of generators
 - methods of circuit protection
 - location of fuses and circuit breakers
 - precautions to be taken when operating electrical devices
 - instruments and displays operated by electrics
- oil/lubrication system, including:
 - use of a schematic diagram of oil system to explain functions of oil system
 - likely faults that may affect oil system
 - emergency operating procedures for oil system
 - number of tanks, capacity and oil grade
 - normal, minimum and maximum oil pressure and temperature
 - operation of oil cooling system
- autopilot, including:
 - principles of operation of autopilot system
 - likely faults that may affect autopilot system
 - emergency operating procedures for autopilot system
 - identification of power sources, voltage or pressure
 - procedure to determine gyros are operating normally
 - procedure to engage autopilot
 - normal and emergency procedure to disengage autopilot
 - limits of gyro units
- detection and avoidance systems, including:
 - surveillance and collision avoidance functions of detection and avoidance systems
 - system limitations, selectivity and inhibits
 - basic components of detection and avoidance systems
 - identification and demonstration of controls or explanation of function of RPAS control station
 - detection and avoidance systems visual displays and symbology
 - functions of audio alerts and annunciations
 - appropriate crew response to multiple detection and avoidance systems events
 - recall of radiotelephone procedures following a detection and avoidance system alert
 - requirements for a written report of a detection and avoidance systems alert and to whom it must be submitted
- automated system, including:

- limitations of automated systems
- operating procedures for systems, such as flight management system, auto throttle/engine/thrust control, flight director system, automated aircraft navigation systems, automated engine condition and monitoring system
- workload management procedures for utilising automated systems
- warning systems/indicators to identify automated systems failure
- RPAS checklists, including:
 - explanation of the normal system operating procedures of RPAS, sub-systems and devices used to operate specific RPAS, including use of published scans and checklists, immediate action items, warnings and limitations
- stress, workload and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIH0009 Manage aircraft flight planning and performance as pilot in command

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 aircraft flight planning and performance as pilot in command (PIC) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing flight planning activities, undertaking pre-flight preparations, and managing pre-departure preparations and taxi procedures. It also includes managing aircraft departure procedures, aircraft climb out and cruise, and managing the conduct of approach, landing and post-flight procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation duties of a PIC and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Manage flight planning activities

- 1.1 Aircraft requirements for visual or instrument flight are determined
- 1.2 Current operational documents are obtained and used to support flight planning
- 1.3 Charts and flight plans for visual or instrument flight are prepared
- 1.4 Visual or instrument operational requirements are determined
- 1.5 Notifications for flight are made in accordance with regulatory requirements
- 1.6 Navigation and flight management systems to record flight planning and performance data are managed in accordance with organisational procedures

2 Undertake pre-flight preparations

- 2.1 Cockpit preparation is performed
- 2.2 All available flight conditions data for planned flight is accessed, analysed and acted on
- 2.3 Pre-flight inspections and tasks are carried out in accordance with workplace procedures
- 2.4 Engine start is performed in accordance with aircraft type and standard operating procedures (SOPs)
- 2.5 Take-off and departure clearances from air traffic control (ATC) are requested

3 Manage pre-departure preparations and taxi procedures

- 3.1 Pre-take-off preparations are performed
- 3.2 Cockpit crew and cabin crew are engaged in briefings and handover communications
- 3.3 Effective communications are employed with aviation team and passengers

- 3.4 Taxi and take-off procedures are performed in accordance with aircraft type, regulatory requirements and SOPs
 - 3.5 Abnormal and emergency situations occurring during taxi are managed
 - 4 **Manage aircraft departure procedures**
 - 4.1 Normal take-off is performed
 - 4.2 Instrument take-off is performed
 - 4.3 Upwind, crosswind and downwind take-off is performed
 - 4.4 Rejected take-off is performed
 - 4.5 Abnormal and emergency situations occurring during aircraft departure are managed
 - 5 **Climb aircraft**
 - 5.1 Pilot navigated standard instrument departure (SID) is conducted
 - 5.2 Radar-vector SID is conducted
 - 5.3 Radio navigation is changed in accordance with published procedures
 - 5.4 Aircraft speed is increased in accordance with aircraft type and SOPs
 - 5.5 Abnormal and emergency situations occurring during climb are managed
 - 6 **Cruise aircraft**
 - 6.1 Normal procedures are performed at the top of the climb
 - 6.2 Administrative tasks are undertaken
 - 6.3 Radio navigation is used to supplement flight management system (FMS)
 - 6.4 Descent preparation and arrival briefing is undertaken
 - 6.5 Abnormal and emergency situations occurring during cruise are managed
 - 7 **Manage approach to land and landing procedures**
 - 7.1 Normal approach to landing is conducted in accordance with aircraft type and SOPs
 - 7.2 Crosswind approach to landing is conducted in

- accordance with aircraft type and SOPs
- 7.3** Approach to landing is undertaken in accordance with relevant aerodrome navigation system
- 7.4** Abnormal and emergency situations occurring during approach and landing are managed
- 8 Conduct aircraft landing**
- 8.1** Normal landing is carried out in accordance with aircraft type, regulatory requirements and SOPs
- 8.2** Crosswind landing is carried out in accordance with aircraft type, regulatory requirements and SOPs
- 8.3** Emergency landing is carried out in accordance with regulatory requirements and workplace procedures
- 9 Conduct post-flight procedures**
- 9.1** Post-landing procedures are completed in accordance with aircraft type, aerodrome requirements, regulatory requirements and workplace procedures
- 9.2** Aircraft is parked and secured
- 9.3** Administrative procedures are carried out
- 9.4** Crew is debriefed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIH0001 Manage aircraft flight planning and performance as pilot in command.

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>

Assessment Requirements for AVIH0009 Manage aircraft flight planning and performance as pilot in command

Modification History

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:

- accessing all relevant flight planning and performance data
- allocating task priorities to achieve operational requirements
- applying active listening techniques
- applying relevant aeronautical knowledge
- briefing flight and ground crew
- clarifying crew roles and functions
- clarifying problems and making informed decisions
- communicating effectively with others
- completing checklists and writing reports
- completing routine administrative tasks
- confirming flight route
- delegating tasks to appropriate flight or ground crew personnel
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and responding to air traffic control (ATC) requests and clearances
- interpreting flight information
- interpreting weather and meteorological data
- keeping accurate flight planning and flight performance records
- implementing contingency plans
- maintaining control of aircraft during:
 - normal operations
 - abnormal situations
 - emergency situations
- managing flight planning and performance record keeping
- managing fuel during all phases of flight
- managing inflight medical emergencies
- managing non-published approach procedures
- managing situational awareness during all phases of flight
- monitoring operational outcomes and evaluating flight performance
- monitoring weather during all phases of flight

- programming flight management systems as required
- programming navigation systems
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- taking initiative and responding to changing conditions
- using all forms of aviation communications equipment
- using radio navigation techniques.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- advanced aircraft aerodynamics
- advanced navigation techniques relevant to air transport pilots, including:
 - navigation charts
 - time zones
 - flight instruments
 - compasses
 - radio wave propagation
 - radio navigation aids
 - route navigation
 - basic radar principles
- aerodrome layout, including runways
- aeronautical information service
- aeronautical competency standards relevant to air transport pilots
- aeronautical knowledge standards relevant to air transport pilots
- air defence identification zones (ADIZ)
- automatic flight control systems
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to air transport operations
- checklists to assist with cockpit preparation
- contingency planning
- dangerous goods compliance
- descent and arrival preparation and procedures
- emergency equipment
- emergency landing processes and procedures
- extended twin-engine operations (ETOPS), including:
 - adequate airport
 - suitable airport
 - auxiliary power unit
 - ETOPS configuration

- extended range operations
- extended range entry point
- fail-safe
- inflight shutdown
- airworthiness
- 60 minute operation
- 120 minute operation
- 180 minute operation
- minimum equipment list
- weather
- fuel
- operational practices and procedures
- flight planning
- one engine inoperative performance
- all engines operating performance
- drift down
- cruise altitude and coverage at 10,000 feet
- holding
- altitude capability
- missed approach
- en route alternate airport requirements
- minima
- precision and non-precision approaches
- fuel and oil supply
- non-standard atmospheric conditions
- fixed radius paths
- flight management systems
- flight planning and flight monitoring:
 - responsibilities
 - delegation of authority
 - determining take-off limits
 - weight and balance calculations
 - route selection and altitudes
 - fuel plan preparation
 - navigation plan preparation
 - inflight computations, revisions or replanning
 - interpretation of maps and symbols
 - interpretation of ATC requirements
 - calculation of critical points, including equi-time point (ETP) and point of no return (PNR)

- flight planning and performance recording systems
- fly-by turns
- fuel management
- ground based augmentation systems (GBAS)
- ground based regional augmentation systems (GRAS)
- handover and takeover protocols
- holding pattern
- instrument approach types, including:
 - 2D approaches
 - 3D approaches
- instrument meteorological conditions
- instrument navigation charts
- missed approach minima and go-around considerations
- operational planning requirements, including:
 - flight planning
 - alternate aerodrome requirements
 - holding fuel requirements
 - night visual flight rules (NVFR) operational requirements
 - planned/alternate destination weather conditions below minima
 - receiver autonomous integrity monitoring (RAIM) prediction implications
- performance based navigation (PBN), including:
 - PBN principles
 - area navigation (RNAV) required navigation performance (RNP) capability
 - core components
 - navigation system performance requirements
 - performance monitoring and alerting
 - RNP specifications and system requirements
 - RNP navigation system errors
 - RNP leg types
 - RNP leg transitions
 - RNP navigation authorisation requirements
 - Global Navigation Satellite System (GNSS) receiver requirements for RNP APCH operations
 - GNSS receiver mode conditions and actions for RNP APCH
 - RNP instrument approach requirements
 - augmented and non-augmented approaches
 - interpret instrument approach procedure (IAP) charts for minima information and operational restrictions
 - validity and accuracy of altimeter subscale setting to obtain elevation or altitude (QNH) for RNP APCH types
 - RNP approach differentiation

- satellite based augmentation System -based augmentation systems (SBAS)
- approved barometric-vertical navigation (APV Baro-VNAV) instrument approach charts
- vertical guidance information and operational considerations
- Baro-VNAV vertical guidance principles
- performance management of both flight and crew
- processes for managing engine failure in flight
- pre-flight considerations, including:
 - aircraft equipment fits
 - aircraft exemptions
- rationale and process for rejected take-off
- role and purpose of flight crew briefings
- rules of the air and air traffic services
- safety considerations and planning factors relevant to visual and instrument flight planning
- SBAS
- standard instrument arrival procedures
- standard instrument departure procedures
- take-off procedures
- taxi procedures
- upwind, crosswind and downwind take-offs
- weight and balance for various aircraft configurations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (PPE) currently used in industry.

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AVIH0010 Plan a flight under visual flight rules

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 plan a flight under visual flight rules (VFR) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining aircraft VFR flight requirements, obtaining and using operational documents, preparing VFR flight plans, making flight notifications and programming navigation systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Determine aircraft meets requirements for VFR flight | <p>1.1 Aircraft requirements for VFR flight are determined</p> <p>1.2 Hazards are identified, risks are assessed and hazard management implemented</p> <p>1.3 Flight and navigation instruments, minimum electrical lighting, navigation equipment and any other requirements fitted to aircraft are checked to ensure they are suitable and serviceable for VFR flight</p> |
| 2 Obtain and use operational documents | <p>2.1 Operational documents applicable to the flight are obtained and checked for currency</p> <p>2.2 Applicable information contained in documents for flight planning and management is interpreted and applied</p> <p>2.3 Documents required for the flight are stowed and their accessibility for the pilot during flight is ensured</p> |
| 3 Prepare flight plan for VFR flight | <p>3.1 Charts suitable for intended VFR flight are selected and prepared</p> <p>3.2 Applicable information to prepare a flight plan that details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied</p> <p>3.3 Meteorological, airways facilities, aerodrome and Notice to Airmen (NOTAM) information applicable to planning and conducting a flight is obtained, interpreted and applied</p> <p>3.4 Routes to optimise options in an engine failure are planned</p> |
| 4 Determine operational requirements | <p>4.1 Suitability of aerodrome lighting for night operations is determined</p> <p>4.2 Curfew requirements are complied with</p> <p>4.3 Duration of flight is determined</p> <p>4.4 Holding, alternate and reserve fuel requirements due to weather, navigation aid availability and aerodrome</p> |

- lighting are determined in accordance with operational requirements
- 4.5** Total fuel requirements are calculated
- 5 Make flight notification**
- 5.1** Flight notification is prepared for planned VFR flight
- 5.2** Completed flight notification is submitted
- 5.3** Flight notification acceptance is confirmed
- 6 Program navigation system**
- 6.1** Data for transfer to approved airborne navigation system is prepared
- 6.2** Navigation data is loaded and checked

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 AVIH0002 Plan a flight under visual flight rules.

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>

Assessment Requirements for AVIH0010 Plan a flight under visual flight rules

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating fuel requirements
- communicating effectively with others
- completing relevant documentation
- determining alternate aerodrome requirements and suitability for a visual flight to a specified destination given relevant information, including Notice to Airmen (NOTAM)
- determining currency of operational documents
- determining fuel quantity required for a visual flight
- determining holding requirements due to weather, traffic or traffic advisory
- determining meteorological forecasts required for a visual flight
- determining operational requirements
- determining whether a flight should proceed based on available meteorological forecasts
- extracting and applying relevant information from operational documents
- identifying and correctly using equipment required when planning a flight under visual flight rules (VFR)
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting meteorological forecasts
- interpreting navigation charts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with

workplace procedures

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- selecting suitable navigation aids/systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- aerodrome and en route holding procedures
- aircraft fuel planning, including holding, alternate, fixed reserve and usage rates
- aircraft loading calculations and planning factors, including:
 - arm, moment, datum, station and index unit
 - centre of gravity and limitations
 - empty weight, zero fuel weight (ZFW) and ramp weight
 - mean aerodynamic chord (MAC)
 - maximum take-off and landing weights
- airspace requirements and procedures under VFR conditions
- basic and general meteorological considerations and requirements for VFR flight
- basic meteorology, including:
 - local weather
 - forecasts and reports
 - observations
- calculating maximum structural take-off and landing weights from performance charts
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to visual flight rules
- charts and publications, including:
 - aeronautical information publication (AIP) visual chart types
 - how to decode chart symbols
 - how to interpret topographic detail
 - how to estimate, measure and plot positions and distances on visual charts
 - how to describe map projections used in aviation
 - how to describe methods of representing scale
- computations and conversions of navigation data, including:
 - airspeed
 - ground speed
 - time
 - distance

- air temperatures and pressure heights
- bearings and tracks
- concepts of time, including:
 - coordinated universal (UTC), local mean, local standard and local summer
 - determine civil twilight
 - time conversions
 - daylight timing factors
 - effects of earth rotation and revolution around the sun
 - effects of changes in longitude on local mean time
- critical point and point of no return (PNR)
- density height calculations
- documents required to be carried on a visual flight
- equi-time point (ETP) and PNR diversion requirements
- factors affecting en route performance, range and endurance
- flight planning preparation, including:
 - visual chart selection
 - mandatory briefing requirements
 - weather services available
 - requirements and instructions for VFR flight notification
- general meteorology concepts, including:
 - atmospheric composition
 - atmospheric stability
 - heat
 - temperature pressure
 - humidity
 - clouds and precipitation
 - visibility
 - wind
 - air masses and fronts
 - synoptic meteorology
 - climatology
 - weather services and information
 - flight considerations
- how to determine climb, cruise and descent performance, including:
 - time, speed, distance and fuel flow/quantity
 - appropriate engine settings
 - rates of climb/descent
 - maximum aircraft range and endurance
- icing conditions and hazards
- limit of VFR operations in single-engine or multi-engine aircraft

- limitations and errors of navigational aids and systems
- flight plan preparation
- VFR cruising levels, selection and hazards
- VFR route planning requirements
- pilot medical fitness and qualifications necessary for visual flight
- pilot navigation principles, including:
 - map reading
 - chart orientation
 - map to ground and ground to map
 - position lines to establish ground speed, track error and position fix
 - ground feature selection to establish position
 - chart preparation and selection
 - determine visual flight navigation information
- privileges of the VFR rating
- principles of navigation:
- forms of the earth
- procedures for flight plan amendments and revised estimates for a visual flight
- relevant WHS and environmental procedures and regulations
- relevant sections of CASRs and Civil Aviation Orders
- requirements for an alternate aerodrome
- requirements for in-flight progress reports
- requirements for submission of flight notification and search and rescue watch (SARWATCH) times
- specification of aircraft electrical lighting, radio communication and navigation equipment required for visual flight
- specification of aircraft flight instruments required for visual flight
- speed restrictions for visual flight
- usage of 2D radio navigation aids for visual flight navigation
- use of a navigational computer
- validity of a given meteorological forecast for a visual flight
- visual and instrument flight rules and procedures
- weight and balance calculations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

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.

Where this unit is used in the context of a commercial pilot licence [CPL(A)] the following operational knowledge must be assessed:

- aerodromes and aeroplane landing areas (ALAs)
- climb, cruise and descent performance
- fuel units.

Where this unit is used in the context of a commercial pilot licence helicopter [CPL(H)] the following operational knowledge must be assessed:

- limitations
- helicopter landing sites (HLS)
- take-off and landing weight
- hover performance
- forward climb performance
- cruise performance
- weight and balance.

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 personal protective equipment (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>

AVIH0013 Plan a flight under instrument flight rules

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 plan a flight under instrument flight rules (IFR) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining aircraft meets requirements for IFR flight, obtaining and using current operational documents, and preparing charts and flight plans for instrument meteorological conditions (IMC) flight. It also includes determining operational requirements, making flight notifications and programming navigation systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Determine aircraft meets requirements for IFR flight | <p>1.1 Aircraft requirements for IFR flight are determined</p> <p>1.2 Flight and navigation instruments, minimum electrical lighting, navigation equipment and any other requirements fitted to aircraft are checked to ensure they are suitable and acceptable for IFR flight</p> |
| 2 Obtain and use current operational documents | <p>2.1 Operational documents applicable to flight are obtained and checked for currency</p> <p>2.2 Applicable information contained in documents for flight planning and management is interpreted and applied</p> <p>2.3 Documents required for flight are stowed and their accessibility for pilot during flight is ensured</p> |
| 3 Prepare charts and flight plan for IMC flight | <p>3.1 Charts suitable for intended IFR flight are selected and prepared</p> <p>3.2 Applicable information to prepare a flight plan that details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied</p> <p>3.3 Meteorological, airways facilities, aerodrome and Notice to Airmen (NOTAM) information applicable to planning and conducting a flight is obtained, interpreted and applied</p> <p>3.4 Routes to optimise options in an engine failure are planned</p> |
| 4 Determine operational requirements | <p>4.1 Suitability of aerodrome for instrument flight operations is determined</p> <p>4.2 Curfew requirements are complied with</p> <p>4.3 Duration of flight is determined</p> <p>4.4 Holding, alternate and reserve fuel requirements due to weather, navigation aid availability and aerodrome lighting are determined in accordance with operational requirements</p> |

- | | | |
|------------------------------------|------------|--|
| | 4.5 | Total fuel requirements are calculated |
| 5 Make flight notification | 5.1 | Flight notification is prepared for planned IFR flight |
| | 5.2 | Completed flight notification is submitted |
| | 5.3 | Flight notification acceptance is confirmed |
| 6 Program navigation system | 6.1 | Data for transfer to approved airborne navigation system is prepared |
| | 6.2 | Navigation data is loaded and checked |

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 AVIH0005 Plan a flight under instrument flight rules.

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>

Assessment Requirements for AVIH0013 Plan a flight under instrument flight rules

Modification History

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 altimetry procedures to all stages of an instrument flight
- applying published instrument flight rules (IFR) procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating fuel requirements
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting IFR charts
- interpreting instrument meteorological conditions (IMC) forecasts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting suitable navigation aids/systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodrome and en route holding procedures
- aircraft fuel planning, including holding, alternate, fixed reserve and usage rates
- aircraft transponder operation
- airspace requirements and procedures under IFR conditions
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- continuous descent final approach (CDFA) techniques
- critical point (CP) and point of no return (PNR)
- how to determine currency of operational documents
- factors affecting en route performance, range and endurance
- general operational information relevant to commercial pilots, including:
 - privileges and limitations
 - documentation
 - procedures, radio telephony and charts
 - meteorology
 - operational planning requirements
- ground and space navigation systems and infrastructure, including:
 - principles of operation, indications and limitations of ground-based navigation aids
 - rated coverage of radio navigation aids considering aircraft location, altitude and time of day
 - pilot navigation tolerances
 - non-directional beacons (NDB) lateral azimuth guidance
 - very high frequency (VHF) omni-directional radio range (VOR)
 - distance measuring equipment (DME)
 - instrument landing system (ILS)/localiser (LOC)
 - global navigation satellite system (GNSS), including:
 - operating procedure errors
 - mode selection
 - data entry
 - data validation and checking, including independent cross-checking procedures
 - automation induced complacency
 - non-standardisation of GNSS receiver units
 - human information processing
 - situational awareness
- human factors relevant to commercial pilots, including:
 - physiological factors:
 - vestibular system

- vestibular disorientation
- somatogravic/somatogyral illusions
- visual illusions
- icing conditions and hazards
- IFR cruising levels, selection and hazards
- IFR route planning requirements
- in an Australian Defence Force (ADF) context, relevant Defence Orders and Instructions
- instrument flight documentation requirements
- instrument flight procedures, including:
 - flight instrument operations, errors and limitations
 - radio communication phraseology
 - lost communications procedures
 - air traffic service requirements
 - instrument chart symbology and information
 - reporting requirements
 - 2D/3D instrument approach operations
 - pilot responsibilities
 - altimeter accuracy and variations due temperature
 - flight plan validity
 - search and rescue time (SARTIME) and pilot obligations
 - missed approach requirements
 - alternate aerodrome weather minima
 - aircraft separation standards
- lowest safe altitude (LSALT), including:
 - calculate route LSALT not specified in aeronautical information publications (AIP)
 - missed approach minimum obstacle clearance
 - minimum obstacle clearance provided by minimum circling altitude
 - track establishment after take-off
 - establish aircraft above LSALT requirements
 - descent below LSALT or minimum safety altitude requirements by day/night/night-visual flight rules (NVFR)
- limitations on use of radar on ground
- meteorological considerations for an IFR flight, including:
 - weather phenomena:
 - frontal weather
 - tropical cyclones
 - dust devils
 - thunderstorms
 - jet streams
 - fog

- meteorological information requirements
- interpreting forecasts to determine operational requirements
- air temperature lapse rates
- predicting probability of meteorological conditions, including:
 - airframe icing
 - hail
 - micro bursts and wind shear
 - turbulence, including clear air turbulence (CAT)
- weather information services
- pilot reporting obligations
- altimeter subscale setting to obtain elevation or altitude (QNH) sources required for IFR operations
- meteorological minimas
- navigation requirements, including:
 - position fixing requirements
 - aircraft performance categories and operational implications
 - waypoints, symbology and pilot requirements:
 - initial approach fix
 - final approach fix
 - visual circling by day or night
 - pressure error correction (PEC)
 - aerodrome operating minima (AOM)
 - decision altitude (DA)
 - normal segment gradient
 - tracking tolerances:
 - controlled area (CTA) avoidance
 - ground-based navigation aids
 - navigation aids not available
 - notification requirements
 - order of precision of navigation aids/systems
 - speed limitations and restrictions:
 - operations below 10,000 feet above mean sea level (AMSL)
 - during holding procedures
 - during approach procedures
 - issued by air traffic services (ATS) and when cancelled
- NVFR operational requirements
- operational planning requirements, including:
 - flight planning:
 - route limitations
 - aircraft performance

- forecast freezing levels
- cruising altitude/level performance tables
- required navigation performance (RNP) requirements
- alternate aerodrome requirements:
 - weather
 - navigation aids
 - approach procedures
 - lighting
 - availability of weather reports
 - divert time
- holding fuel requirements
- performance based navigation (PBN), including:
 - basic PBN principles, including area navigation (RNAV) and required navigation performance (RNP) capabilities
 - core components
 - navigation system performance requirements
 - performance monitoring and alerting
 - RNP specifications and system requirements
 - RNP navigation system errors
 - RNP leg types
 - RNP leg transitions
 - RNP navigation authorisation requirements
 - GNSS receiver requirements for RNP APCH operations
 - GNSS receiver mode conditions and actions for RNP APCH
 - RNP instrument approach requirements
 - augmented and non-augmented approaches
 - interpret IAP charts for minima information and operational restrictions
 - validity and accuracy of QNH for RNP APCH types
 - RNP approach differentiation
 - space-based augmentation systems (SBAS)
 - Approved barometric Vertical Navigation (APV Baro-VNAV) instrument approach charts
 - vertical guidance information and operational considerations
 - Baro-VNAV vertical guidance principles
- pilot activated lighting (PAL)
- pilot responsibilities, including:
 - standard instrument departure (SID)
 - standard terminal arrival route (STAR)
 - noise abatement
 - missed approach

- holding pattern and entry
- planned/alternate destination weather conditions below minima
- privileges and limitations conferred by an instrument rating
- receiver autonomous integrity monitoring (RAIM) prediction implications
- reduced vertical separation minima (RVSM) operations, including:
 - range of flight levels within Australian airspace
 - operational requirements
 - aircraft altimeter accuracy requirements
 - vertical height tolerances
 - procedures and standard communication phraseology
 - altimetry system failures
- relevant WHS and environmental procedures and regulations
- relevant sections of CASRs and Civil Aviation Orders for IFR and planning requirements
- requirements for an alternate aerodrome
- runway visual approach slope lighting system operation and limitations
- use of a navigational computer.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIH0014 Navigate aircraft under visual flight rules

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 navigate an aircraft under visual flight rules (VFR) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing navigation documents and flight plan, complying with airspace procedures and conducting departure procedures. It also includes navigating aircraft en route, navigating at low level and in reduced visibility, and performing lost procedures. It also includes performing diversion procedures, using instrument navigation systems and executing arrival procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Prepare navigation documents and flight plan

- 1.1 Suitable navigation charts for intended flight are selected and prepared
- 1.2 Applicable information is obtained, analysed and applied to produce a flight plan that details tracks, distances, times and fuel requirements to reach a destination
- 1.3 Pre-flight planning is used to minimise in-flight navigational work load
- 1.4 Applicable VFR are applied to current and forecast operating conditions to determine whether planned flight can proceed
- 1.5 Hazards to navigation are marked on charts as required

2 Comply with airspace procedures

- 2.1 Applicable flight airspace restrictions and dimensions are identified
- 2.2 Air traffic clearances are obtained and compliance with them is maintained
- 2.3 Traffic, terrain and airspace separation criteria is maintained in accordance with VFR

3 Conduct departure procedures

- 3.1 Pre-flight planning and cockpit organisation are conducted to ensure charts, documentation and navigational equipment are accessible from the control seat
- 3.2 Departure administration and communication is conducted
- 3.3 Track is intercepted within five nautical miles (nm) of airfield and departure time is recorded or alternative procedures are applied as required
- 3.4 Orientation is always maintained
- 3.5 Priority is given to controlling aircraft before conducting navigation administration or communication
- 3.6 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and

- terrain
- 3.7** Local and published noise abatement requirements and curfews are observed
- 4** **Navigate aircraft en route**
- 4.1** Planned route is maintained in accordance with VFR
- 4.2** In-flight documentation and communication is completed
- 4.3** Waypoint and/or destination estimated time of arrival (ETA) are checked and revised as required
- 4.4** Search and rescue times (SARTIME) awareness is maintained and revised based on destination ETA calculations
- 4.5** Fuel consumption is monitored and reserves revised
- 4.6** Pre-descent or navigation turning point checks are executed
- 4.7** Appropriate techniques to obtain a positive navigation fix at suitable intervals are used
- 4.8** Route, en route terrain, en route and destination weather awareness is maintained and appropriate courses of action are implemented in accordance with changing weather conditions
- 4.9** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 4.10** Aircraft is configured as required for turbulent, holding and maximum aircraft range based on environmental and operational conditions
- 4.11** Aircraft systems, fuel and engine warnings, cautions and indicators are monitored to ensure aircraft is operated to achieve flight plan objectives
- 5** **Navigate at low level and in reduced visibility**
- 5.1** Compliance with VFR is maintained during navigation at low level or in reduced visibility
- 5.2** Pre-descent and/or navigation turning point checks are executed in accordance with regulatory requirements
- 5.3** Planned route is maintained in accordance with

regulatory requirements and procedures

- 5.4** In-flight documentation is completed
- 5.5** Waypoint and/or destination ETA are checked and revised as required
- 5.6** Aircraft is operated and configured to maintain minimum height above ground level (AGL) and terrain separation and remaining within visual meteorological conditions (VMC)
- 5.7** Route, en route terrain, en route and destination weather awareness is maintained and appropriate courses of action are implemented in accordance with changing weather conditions
- 5.8** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 5.9** Hazards and threats to low flying navigation are identified and risk controls are implemented
- 5.10** Effects of wind velocity, false horizons, rising ground, adverse environmental conditions and mountainous terrain are managed, and contingency actions are planned as required
- 5.11** Aircraft is configured as required for reduced visibility and low cloud base environmental and operational conditions
- 5.12** Situational awareness is maintained at all times

6 Perform lost procedure

- 6.1** Positional uncertainty is identified and recognised
- 6.2** Position is fixed and new track to destination attainable within limits of fuel and daylight is determined using recognised methods
- 6.3** Track to destination is re-established or replanned with consideration of fuel usage and reserves
- 6.4** Waypoint and/or destination ETA are checked and revised as required
- 6.5** Radio, navigation aids, transponder and air traffic control (ATC) services are used for assistance

- 6.6** A timely precautionary search and landing is planned for possible circumstances of being lost or having no fuel or no light
- 7 Perform diversion procedure**
- 7.1** Requirement to perform diversion procedure is identified and a timely decision is made
- 7.2** Alternate acceptable aerodrome/destination is identified
- 7.3** New route is determined and established
- 7.4** Waypoint and/or destination ETA are checked and revised as required
- 7.5** Flight plan is revised considering operational information, weather, terrain, airspace and fuel available
- 7.6** Air traffic service is advised of action where possible and compliance with airspace procedures is maintained
- 7.7** SARTIME awareness is maintained and revised based on diversion destination ETA calculations and is cancelled on arrival
- 8 Use instrument navigation systems**
- 8.1** Navigation systems are initialised and system validity checks are conducted as required
- 8.2** Receiver autonomous integrity monitoring (RAIM) checks are conducted as required
- 8.3** Navigation aids and systems are utilised to confirm position, track and navigation information
- 8.4** Flight plan is selected, loaded, checked and activated in aircraft navigation system
- 8.5** Navigation systems are operated in accordance with operating instructions and procedures
- 8.6** ATC radar is used for position information and tracking assistance as required
- 8.7** Waypoints and position fixes are confirmed using instrument navigation systems
- 8.8** Integrity of navigation aid/systems information is monitored and maintained
- 9 Execute arrival**
- 9.1** Arrival aerodrome, meteorological conditions and local traffic information is obtained and applied to arrival

procedures

procedure plan

- 9.2 Radio communications are established and maintained
- 9.3 Aerodrome landing direction and arrival procedure suitability are determined
- 9.4 Descent point is calculated
- 9.5 Arrival and circuit procedures are conducted at destination aerodrome
- 9.6 Lookout is maintained during arrival procedure using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 9.7 Aerodrome markings, lights, signals and indicators are interpreted, applied and adhered to
- 9.8 Local and published noise abatement requirements and curfews are observed
- 9.9 SARTIME awareness is maintained and revised based on diversion destination ETA calculations and cancelled upon arrival

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 AVIH4001 Navigate aircraft under visual flight rules.

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>

Assessment Requirements for AVIH0014 Navigate aircraft under visual flight rules

Modification History

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, performance criteria on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- adjusting aircraft performance to achieve desired timings
- applying air safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating distance and rate of closure rates to/from ground features
- calculating fuel endurance
- carrying out dead reckoning (DR) navigation techniques
- communicating effectively with others
- completing relevant documentation
- determining dead reckoned position
- fixing aircraft position
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining compliance with regulatory requirements
- maintaining construction, communication and execution of a traffic deconfliction plan
- maintaining navigation logs
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing diversion procedure
- planning applicable altitudes/flight levels and tracking tolerances to avoid controlled airspace
- prioritising work load and flight navigation tasks
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs

- recognising significant variances from forecast meteorological conditions and taking appropriate actions, including issuing an air report (AIREP)
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance workplace procedures
- selecting and using appropriate navigational instrument systems and aids
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sourcing and interpreting aviation weather forecast products and services appropriate to flight planning and navigation procedures
- working systematically with required attention to detail without injuring self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- air navigation techniques
- aircraft fuel usage rates
- allowances for changed visual aspects of ground features at low level
- arrival procedures within visual meteorological conditions (VMC)
- basic global navigation satellite system (GNSS) principles, including:
 - characteristics of different chart types
 - aeronautical information publication (AIP) visual charts
 - chart symbology
 - topographic details
 - scale representation
 - tracks, distances and rhumb lines
 - plotting positions:
 - latitude and longitude
 - bearing and distance
 - map projections
- chart reading techniques
- circuit and circuit joining procedures
- computations and conversions, including:
 - ground speed, distance and fuel usage
 - airspeed, air temperature and height
 - determine wind speed and velocity
 - rates/gradients of climb and descent
 - top of climb (TOPC) and top of descent (TOPD) calculations
- controlled airspace requirements
- critical point and point of no return

- DR navigation techniques
- departure procedures within VMC
- diversion considerations and procedures
- en route GNSS navigation principles
- en route navigation techniques
- factors affecting en route performance, range and endurance
- featureless terrain and extended over-water flight navigation techniques
- flight planning requirements
- identification by shape, dimensions, contrast and colour, and uniqueness of ground features
- identification of control area (CTA), control zone (CTR), and prohibited, restricted and danger areas
- in an Australian Defence Force (ADF) context, relevant Defence Orders and Instructions
- limitations of navigation aids/systems
- low level and reduced visibility navigation techniques
- maximum payload and minimum fuel operations
- pilot navigation principles, including:
 - map to ground
 - ground to map
 - position lines
 - ground feature selection
 - chart selection and preparation
 - track made good (TMG)
 - track drift
 - estimated time of arrival (ETA) calculation methods
- potential impacts of specific weather phenomena on aviation operations
- principles of operation of navigation aids and systems
- procedures for requesting clearances from and into controlled airspace
- radio navigation aids, including:
 - identification by frequency information
 - extracting aid information from publications
 - aggregating errors and scalloping
 - establishing position lines
 - station homing and station passage
 - establishing position fixes
- relevant WHS/OHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to visual flight rule (VFR) navigation
- time definitions and application to air navigation, including:
 - local mean time
 - coordinated universal time (UTC)
 - local (standard) time

- local summer time
- zone conversion
- daylight time calculations
- traffic rules and procedures
- use of a navigational computer.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVIH0015 Plan a flight under night visual flight rules

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 plan a flight under night visual flight rules (NVFR) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining aircraft NVFR flight requirements, obtaining and using operational documents, preparing NVFR flight plans, making flight notifications and programming navigation systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Determine aircraft meets requirements for NVFR flight | <p>1.1 Aircraft requirements for NVFR flight are determined</p> <p>1.2 Flight and navigation instruments, minimum electrical lighting, navigation equipment and any other requirements fitted to aircraft are checked to ensure they are suitable and serviceable for NVFR flight</p> |
| 2 Obtain and use current operational documents | <p>2.1 Operational documents applicable to flight are obtained and checked for currency</p> <p>2.2 Applicable information contained in documents for flight planning and management is interpreted and applied</p> <p>2.3 Documents required for flight are stowed and their accessibility for pilot during flight is ensured</p> |
| 3 Prepare flight plan for NVFR flight | <p>3.1 Charts suitable for intended NVFR flight are selected and prepared</p> <p>3.2 Applicable information to prepare a flight plan that details tracks, distances, times, altitudes to be flown and fuel requirements to reach destination are obtained, analysed and applied</p> <p>3.3 Hazards are identified, risks are assessed and hazard management implemented</p> <p>3.4 Meteorological, airways facilities, aerodrome and Notice to Airmen (NOTAM) information applicable to planning and conducting a flight is obtained, interpreted and applied</p> <p>3.5 Routes to optimise options in engine failure are planned</p> |
| 4 Determine operational requirements | <p>4.1 Suitability of aerodrome lighting for night operations is determined</p> <p>4.2 Curfew requirements are complied with</p> <p>4.3 Duration of flight is determined</p> <p>4.4 Holding, alternate and reserve fuel requirements due to weather, navigation aid availability and aerodrome lighting are determined in accordance with operational</p> |

| | | |
|------------------------------------|------------|--|
| | | requirements |
| | 4.5 | Total fuel requirements are calculated |
| 5 Make flight notification | 5.1 | Flight notification is prepared for planned NVFR flight |
| | 5.2 | Completed flight notification is submitted |
| | 5.3 | Flight notification acceptance is confirmed |
| 6 Program navigation system | 6.1 | Data is prepared for transfer to approved airborne navigation system |
| | 6.2 | Navigation data is loaded and checked |

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 AVIH4012 Plan a flight under night visual flight rules.

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>

Assessment Requirements for AVIH0015 Plan a flight under night visual flight rules

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating fuel requirements
- communicating effectively with others
- completing relevant documentation
- determining alternate aerodrome requirements and suitability for a night visual flight to a specified destination given relevant information, including Notice to Airmen (NOTAM)
- determining fuel quantity required for a night visual flight
- determining holding requirements due to weather, traffic or traffic advisory
- determining currency of operational documents
- determining meteorological forecasts required for a night visual flight
- determining whether a flight should proceed based on available meteorological forecasts
- extracting and applying relevant information from operational documents
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting meteorological forecasts
- interpreting navigation charts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults and malfunctions promptly in accordance with

workplace procedures

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting suitable navigation aids/systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodrome and en route holding procedures
- aerodrome lighting and curfew requirements for night operations
- aircraft fuel planning, including holding, alternate, fixed reserve and usage rates
- airspace requirements and procedures under night visual flight rules (NVFR) conditions
- critical point (CTA) and point of no return (PNR)
- documents required to be carried on a night visual flight
- factors affecting en route performance, range and endurance
- icing conditions and hazards
- in an Australian Defence Force (ADF) aviation context, relevant Defence Orders and Instructions
- limit of NVFR operations in a single-engine aircraft
- limitations and errors of navigations aids/systems
- meteorological considerations for a NVFR flight
- NVFR and procedures
- NVFR cruising levels, selection and hazards
- NVFR route planning requirements
- pilot medical fitness and qualifications necessary for night visual flight
- privileges of NVFR rating
- procedures for flight plan amendments and revised estimates for a night visual flight
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to NVFR and flight planning requirements
- relevant WHS and environmental procedures and regulations
- requirements for an alternate aerodrome
- requirements for in-flight progress reports
- requirements for submission of flight notification and search and rescue watch (SARWATCH)
- specification of aircraft electrical lighting, radio communication and navigation equipment required for night visual flight
- specification of aircraft flight instruments required for night visual flight
- speed restrictions for night visual flight
- use of a navigational computer

- validity of a given meteorological forecast for a night visual flight.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVIH0016 Navigate aircraft under night visual flight rules

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 navigate an aircraft under night visual flight rules (NVFR) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting, operating and monitoring navigation aids and systems, navigating aircraft at night, conducting diversions to revised routes or alternate aerodromes at night, and making visual approaches and departures at night. It also includes complying with air traffic control (ATC) rules and procedures for NVFR flights, and managing hazardous weather conditions.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Select, operate and monitor navigation aids/systems

1.1 Navigation aids and systems appropriate for planned NVFR flight are selected and operated

1.2 Ground-based and satellite-based navigational systems confidence and integrity checks are conducted, continuously monitored and maintained

2 Navigate aircraft at night

2.1 External aircraft, cockpit and instrument lighting are configured and adjusted to allow reference to documentation, instruments and lookout

2.2 Aircraft position fix is determined visually or with reference to navigation aid and systems using ground-based and/or satellite-based navigational systems

2.3 Tracks are intercepted to and from stations and waypoints visually or with reference to navigation aids and systems using ground-based and satellite-based navigational systems

2.4 Track is maintained within tolerances specified in published procedures

2.5 Timings and fuel usage rates are assessed, revised and recorded in navigation log

2.6 Situational awareness is maintained using a recognised navigation work cycle

2.7 Station passage is recognised

2.8 Global navigation satellite system (GNSS)/distance measuring equipment (DME) arc procedure is performed within tolerances specified in published procedures

2.9 Planned route above lowest safe altitude (LSALT) is maintained

2.10 Route and destination weather conditions are monitored and appropriate actions executed

2.11 Descent point calculations are completed

- | | | |
|---|------------|--|
| 3 Conduct a diversion to revised route or alternate aerodrome at night | 3.1 | Requirement for an unplanned diversion is recognised and confirmed |
| | 3.2 | Route to alternate aerodrome, navigation aid and /or revised track is determined |
| | 3.3 | Planned route height above LSALT is maintained |
| | 3.4 | Flight planned route is diverted to track to alternate aerodrome or navigation aid |
| | 3.5 | Operational information for alternate aerodrome/s is reviewed and applied in accordance with regulations and published procedures |
| | 3.6 | Fuel plan is reviewed and amended in accordance with regulations and published procedures |
| 4 Make visual departure at night | 4.1 | Obstacle clearance is maintained visually at all times during departure until reaching LSALT |
| | 4.2 | Departure track is intercepted within five nautical miles (nm) of aerodrome |
| | 4.3 | Take-off and departures are conducted from aerodromes remote from ground lighting using instruments as the primary reference and ensuring after take-off checks are performed at a safe height |
| 5 Make visual approach at night | 5.1 | Descent below LSALT is conducted in accordance with published procedures |
| | 5.2 | Track is maintained to destination aerodrome |
| 6 Comply with ATC rules and procedures for NVFR flights | 6.1 | Separation from other air traffic under NVFR is maintained |
| | 6.2 | Airspace requirements are complied with |
| | 6.3 | Two-way communication is maintained with air traffic services and other aircraft |
| | 6.4 | ATC clearances and/or radar vectoring instructions are complied with |
| 7 Manage hazardous weather conditions | 7.1 | Hazardous weather conditions are identified and risk management processes applied to maintain safety of |

flight

- 7.2 Hazardous weather avoidance procedures are applied
- 7.3 Aircraft systems are employed to mitigate the effects of hazardous weather

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 AVIH4013 Navigate remote pilot aircraft systems.

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>

Assessment Requirements for AVIH0016 Navigate aircraft under night visual flight rules

Modification History

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 air safety practices and regulations
- applying altimetry procedures to all stages of a night visual flight
- applying operational requirements that apply to planning a flight on the basis of conducting an area navigation (RNAV) global navigation satellite system (GNSS) procedure at the destination
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating heading to steer to intercept a new or original track to or from a non-directional beacon (NDB)
- calculating heading to steer to intercept desired inbound track before reaching an NDB
- calculating lowest safe altitude (LSALT) for a night visual flight for a route published on a chart
- calculating LSALT when uncertain of position
- calculating relative bearing that will indicate a desired track to or from an NDB has been intercepted, given the intercept heading
- calculating the heading to steer to intercept a new or original track to or from a very high frequency (VHF) omni directional radio range (VOR)
- calculating track to and from an NDB given heading and relative bearings
- communicating effectively with others
- completing relevant documentation
- determining NDB station passage, abeam NDB station, NDB bearing the aircraft is on, track error and/or drift experienced, from an automatic direction finder (ADF) relative bearing indications
- determining off-track distance experienced from VOR and distance measuring equipment (DME) cockpit indications
- determining route for night visual flight with respect to:
 - forecast weather
 - controlled airspace, including prohibited, restricted and danger (PRD) areas

- specified route limitations
- airways operational requirements
- availability of published routes
- en route alternate aerodromes
- navigation aids
- rated coverage
- radio communication
- determining scalloping, VOR station passage, abeam VOR station, VOR radial the aircraft is on, track error and/or drift experienced, from VOR cockpit indications
- determining flight calculations, including:
 - time made good (TMG)
 - ground speed (GS)
 - estimated time of arrival (ETA)
 - time and distance to waypoint (WPT)
 - wind velocity (WV) in-flight
- determining whether a flight may proceed based on route, aircraft equipment and NVFR navigation requirements
- identifying and correctly using equipment required when navigating an aircraft under NVFR
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting DME or global positioning system (GPS) arrival information
- interpreting typical GPS navigational displays latitude/longitude, distance and bearing to waypoint, course deviation indications (CDI)
- implementing aviation risk management processes to minimise, control or eliminate hazards that may exist while navigating an aircraft under NVFR
- maintaining compliance with regulatory requirements
- maintaining interception and maintenance of GNSS defined tracks
- managing abnormal operations and emergency procedures in control area (CTA), control zone (CTR), or Class G airspace and at non-controlled aerodromes
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing DME procedures, including:
 - fixing position, given cockpit instrument indications utilising two VHF VOR stations
 - fixing position, given instrument indications utilising combinations of VOR, - NDB and DME
 - fixing position, given relative bearing indications utilising two NDB stations
- performing NDB approaches, including:
 - calculating heading to steer to intercept a new or original track to or from an NDB
 - calculating heading to steer to intercept desired inbound track before reaching an NDB

- calculating relative bearing that will indicate desired track to or from an NDB has been intercepted, given the intercept heading
- calculating track to and from an NDB, given heading and relative bearings
- determining NDB station passage, abeam NDB station, NDB bearing the aircraft is on, tracking error and/or drift experienced, from automatic direction finder relative bearing indications
- fixing position, given relative bearing indications utilising two NDB stations
- performing GNSS procedures, including:
 - interpreting DME or GNSS arrival information
 - interpreting typical GNSS navigational displays, including latitude/longitude, distance and bearing to waypoint, CDI
- performing VHF VOR approaches, including:
 - calculating the heading to steer to intercept a new or original track to or from a VOR
 - determining off-track distance experienced from VOR and DME cockpit indications
 - determining scalloping, VOR station passage, abeam VOR station, VOR radial the aircraft is on, tracking error and/or drift experienced from VOR cockpit indications
 - fixing position, given cockpit instrument indications utilising two VOR stations
 - fixing position, given instrument indications utilising combinations of VOR, NDB and DME
- performing NVFR navigational functions within the parameters of authorised regulations, orders and operations manual procedures
- predicting availability of approach receiver autonomous integrity monitoring (RAIM) at destination or alternate aerodrome and limitations that apply to the prediction
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising and taking appropriate action for GNSS warnings and messages
- recognising significant variances from forecast meteorological conditions and taking appropriate actions, including issuing an air report (AIREP)
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sourcing and interpreting aviation weather forecast products and services appropriate to flight planning and navigation procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- abnormal operations and emergency procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes

- aerodrome landing area (ALA) or helicopter landing site (HLS) dimension and lighting requirements for fixed or rotary wing NVFR operations
- aerodrome operations where surrounding light is limited
- airways clearance requirements for entering, operating in and departing CTA and CTR, including what details to provide to air traffic control (ATC), and what details to expect from ATC
- airways clearance requirements for operating in all classes of airspace, including lead time required for flight plan submission, contents, clearance void time and read back requirement
- alternate aerodrome planning requirements
- altimetry procedures to all stages of a night visual flight
- ATC procedures relevant to NVFR operations
- ATC requirements for a change of level in CTA, including in an emergency
- compulsory reporting points for route selected
- controlled area protection
- departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures at night, in CTA, CTR, Class G airspace and at non-controlled aerodromes
- dimensions of the significant safety sector when calculating LSALT for a route not published on a chart
- DME, including:
 - DME or GNSS arrival information
 - DME or GNSS arrival procedures and limitations in all classes of airspace
 - pilot responsibilities when DME or GNSS arrival is conducted outside controlled airspace
 - conditions permitting descent below LSALT
 - procedure for joining circuit using a DME or GNSS arrival
 - principles of operation of DME or GNSS radio equipment
 - procedures for handling loss of radio communication during a DME or GNSS arrival
- explanation of conditions for descent below LSALT
- GNSS, including:
 - principles of operation, performance limitations and errors of a GNSS system
 - methods of position fixing using a GNSS system
 - GNSS operating procedures for typical navigational tasks using a specific type of aircraft equipment
 - GNSS operating procedures that provide safeguards against navigational errors and loss of situational awareness
 - indications of waypoint passage
 - GNSS operational and serviceability checks
 - human factor limitations associated with using GNSS equipment
 - requirements applicable to pilots and equipment for GNSS operations
 - parameters applicable to tracking tolerances, automatic waypoint sequencing, CDI sensitivity and RAIM availability
 - mode of operation required during each segment of a GNSS/NPA, conditions required to

transition to and operate in that mode, and associated CDI sensitivity and RAIM protection provided

- parameters applicable to RAIM warnings in en route, terminal and approach modes
- effect of availability or otherwise of baro-aiding on RAIM availability and prediction
- effect of satellite unavailability on reliability of each type of prediction
- effect of each type of RAIM prediction operational requirements
- operational requirements that apply to planning a flight on the basis of conducting an area navigation RNAV (GNSS) procedure at the destination
- factors that may adversely affect the conduct of a GNSS/NPA and suitable pilot procedures to minimise such effects
- operating procedures for GNSS equipment that reduce or eliminate errors due to any of these factors
- human factors and physiological limitations for conducting NVFR operations
- loss of radio communication procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- maximum permissible time interval in between ATC transmissions during radar vectoring
- methods of establishing and calculating LSALT, including:
 - from published charts
 - for route not published
 - position uncertainty
- minimum NVFR aircraft equipment requirements
- navigation requirements for a night visual flight using radio, self-contained or long-range navigation systems
- navigation requirements for a night visual flight using visual reference to ground and water
- navigation requirements for night visual flight with respect to time interval between fixes, accuracy of time reference, and accuracy and procedures in track-keeping
- navigation route requirements for NVFR:
 - forecast weather
 - CTA
 - PRD
 - engine out performance for multi-engine aircraft
 - specified route limitations
 - airways operational requirements
 - availability of published routes
 - en route
 - alternate aerodromes
 - navigation aids
 - rated coverage
 - radio communication
- navigation tolerance for a night visual flight avoiding CTA
- NDB, including:

- effects of coastal refraction, night error, thunderstorms, mountainous areas, types of terrain and altitude of aircraft on NDB indications or range
- methods of selecting and using the most appropriate NDB for tracking during navigation
- NDB position fixing, tracking techniques, procedures and limitations
- operation of VHF aerodrome lighting pilot activated lighting (PAL)
- pre-flight altimeter accuracy check for a night visual flight
- principles of operations, limitations and errors for NVFR radio navigation systems
- privileges and limitations of NVFR rating
- procedures of night visual flight in all classes of airspace when diverting from track due to navigation or weather
- radar emergency procedures, including loss of radio communication, radar failure, transponder emergency codes and aircraft emergencies
- radar services that are provided by ATC
- radar vectoring procedures, including radio procedures and phraseologies
- radio procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- requirements and procedure for a diversion to an alternate aerodrome
- requirements for departure and descent for clearance from terrain
- requirements for positive radio fixing and the most precise track guidance
- separation provisions between NVFR flights, and IFR and VFR flights in the various classes of CTA
- separation provisions between NVFR flights, and instrument flight rules (IFR) and VFR flights in General Aviation Aerodrome Procedures (GAAP) CTR
- VHF VOR, including:
 - VOR instrument settings required to provide command indications when flying on given tracks both to and from the VOR
 - VOR tracking techniques, procedures and limitations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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.

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AVIH0017 Navigate aircraft under instrument flight rules

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 navigate an aircraft under instrument flight rules (IFR) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting, operating and monitoring navigation aids and systems, navigating aircraft in instrument meteorological conditions (IMC), and conducting a diversion to revised routes or alternate aerodromes. It also includes conducting holding patterns within IMC, complying with air traffic control (ATC) rules and procedures for IFR, managing hazardous weather operating conditions, and demonstrating turbulence penetration techniques.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Select, operate and monitor navigation aids/systems

1.1 Navigation aids and systems appropriate for planned IFR flight are selected and operated

1.2 Ground-based and satellite-based navigational systems confidence and integrity checks are conducted, continuously monitored and maintained

2 Navigate aircraft in IMC

2.1 Aircraft position fix is determined with reference to navigation aid and systems using ground-based and/or satellite-based navigational systems

2.2 Tracks are intercepted to and from stations and waypoints with reference to navigation aids and systems, using ground-based and satellite-based navigational systems

2.3 Track is maintained within tolerances specified in authorised publications

2.4 Timings are recorded, assessed and revised as required

2.5 Station passage is recognised

2.6 Global navigation satellite system (GNSS)/distance measuring equipment (DME) arc procedure is performed within tolerances specified in authorised publications

2.7 Planned route above lowest safe altitude (LSALT) is maintained in accordance with IFR

2.8 IMC to visual flight transition is performed before descending below the lesser of LSALT or minimum safety altitude (MSA)

2.9 Route and destination weather conditions are monitored and appropriate actions executed

2.10 Descent point calculations are completed

3 Conduct a diversion to revised route or alternate

3.1 Requirement for an unplanned diversion is recognised and confirmed

aerodrome

- 3.2** Route to alternate aerodrome, navigation aid and/or revised track is determined
 - 3.3** Planned route height is maintained above LSALT
 - 3.4** Flight planned route is diverted to track to alternate aerodrome or navigation aid
 - 3.5** Operational information for alternate aerodrome/s is reviewed and applied in accordance with regulations and published procedures
 - 3.6** Fuel plan is reviewed and amended in accordance with regulations and published procedures
- 4 Conduct holding pattern in IMC**
- 4.1** Holding pattern is entered at or above LSALT/MSA appropriate to inbound heading using authorised sector entry procedures
 - 4.2** Published holding pattern is flown not below the specified minimum altitude, allowing for wind effect and turning inbound on prescribed track
 - 4.3** Holding pattern is departed in accordance with ATC instructions
- 5 Comply with ATC rules and procedures for IFR flights**
- 5.1** Separation from other air traffic in actual or simulated IMC is maintained
 - 5.2** Airspace requirements are complied with utilising IFR procedures
 - 5.3** Two-way communication is maintained with air traffic services (ATS) and other aircraft in accordance with IFR procedures
 - 5.4** ATC clearances and/or radar vectoring instructions are complied with
- 6 Manage hazardous weather conditions**
- 6.1** Hazardous weather conditions are identified and risk management processes applied to maintain flight safety
 - 6.2** Hazardous weather penetration procedures are implemented
 - 6.3** Aircraft systems are employed to mitigate effects of hazardous weather

- | | |
|--|--|
| 7 Apply turbulence penetration techniques | 7.1 Aircraft is configured to comply with turbulence penetration procedures |
| | 7.2 Passenger and crew are restrained during periods of predicted and actual turbulent conditions |
| | 7.3 Procedures for penetrating turbulence are applied to maintain flight safety |

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 AVIH5017 Navigate aircraft under instrument flight rules.

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>

Assessment Requirements for AVIH0017 Navigate aircraft under instrument flight rules

Modification History

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 air safety practices and regulations
- applying altimetry procedures to all stages of an instrument flight
- applying operational requirements that apply to planning a flight on the basis of conducting an area navigation (RNAV) global navigation satellite system (GNSS) procedure at the destination
- applying relevant aeronautical knowledge
- applying turbulence penetration techniques
- communicating effectively with others
- completing relevant documentation
- determining time made good (TMG), ground speed (GS), estimated time of arrival (ETA), time and distance to waypoint (WPT), and wind velocity (WV) in flight
- identifying and correctly using equipment required when navigating an aircraft under instrument flight rules (IFR)
- implementing aviation risk management processes to minimise, control or eliminate identified hazards
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting typical GNSS navigational displays, including latitude/longitude (lat/long), distance and bearing to waypoint, and course deviation indications (CDI)
- maintaining interception and maintenance of GNSS defined tracks
- modifying activities depending on workplace contingencies, situations and environments
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing non-directional beacon (NDB) approaches, including:
 - calculating heading to steer to intercept a new or original track to or from an NDB
 - calculating heading to steer to intercept desired inbound track before reaching an NDB
 - calculating relative bearing that will indicate desired track to or from an NDB has been intercepted given the intercept heading

- calculating track to and from an NDB, given heading and relative bearings
- determining NDB station passage, abeam NDB station, NDB bearing the aircraft is on, tracking error and/or drift experienced from automatic direction finder relative bearing indications
- fixing position, given relative bearing indications utilising two NDB stations
- performing very high frequency (VHF) omni directional radio range (VOR) approaches, including:
 - calculating heading to steer to intercept a new or original track to or from a VOR
 - determining off-track distance experienced from VOR and DME cockpit indications
 - determining scalloping, VOR station passage, abeam VOR station, VOR radial the aircraft is on, tracking error and/or drift experienced from VOR cockpit indications
 - fixing position, given cockpit instrument indications utilising two VOR stations
 - fixing position, given instrument indications utilising combinations of VOR, NDB and DME
- performing IFR navigational functions within the parameters of authorised regulations, orders and operations manual procedures
- predicting availability of approach receiver autonomous integrity monitoring (RAIM) at destination or alternate aerodrome and limitations that apply to the prediction
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising and taking appropriate action for GNSS warnings
- recognising significant variances from forecast meteorological conditions and taking appropriate actions, including issuing an air report (AIREP) and messages
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sourcing and interpreting aviation weather forecast products and services appropriate to flight planning and navigation procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- air traffic control (ATC) rules and procedures, including:
 - abnormal operations and/or emergency procedures in control area (CTA), control zone (CTR), Class G airspace and at non-controlled aerodromes
 - airways clearance requirements for entering, operating in and departing CTA and CTR, including what details to provide to ATC, and what details to expect from ATC
 - airways clearance requirements for operating in all classes of airspace, including lead

time required for flight plan submission, contents, clearance void time, and read back requirement

- ATC requirements for a change of level in CTA, including in an emergency
- CTA protection
- departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures, day and night, in CTA and CTR
- departure, climb, transition to cruise (levelling out), cruise, change of levels, descent, and arrival procedures in Class G airspace and at non-controlled aerodromes
- loss of radio communication procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- maximum permissible time interval between ATC transmissions during radar vectoring
- radar emergency procedures, including loss of radio communication, radar failure, transponder emergency codes and aircraft emergencies
- radar services that are provided by ATC
- radar vectoring procedures, including radio procedures and phraseologies
- radio procedures in CTA, CTR, Class G airspace and at non-controlled aerodromes
- requirements and procedure for a diversion to an alternate aerodrome
- separation provisions between IFR flights, and IFR and visual flight rule (VFR) flights in the various classes of CTA
- separation provisions between IFR flights, and IFR and VFR flights in General Aviation Aerodrome Procedures (GAAP) CTR
- visual approach procedures, day and night, in Class G airspace and at non-controlled aerodromes, including landing manoeuvres, cancellation of search and rescue watch (SARWATCH), and operation of VHF aerodrome pilot activated lighting (PAL)
- GNSS, including:
 - effect of availability or otherwise of baro-aiding on RAIM availability and prediction
 - effect of each type of RAIM prediction operational requirements
 - effect of satellite unserviceability on the reliability of each type of prediction
 - factors that may adversely affect the conduct of a global navigation satellite system non-precision approach GNSS/NPA and explain suitable pilot procedures to minimise such effects
 - GNSS operating procedures for typical navigational tasks using a specific type of aircraft equipment
 - GNSS operating procedures that provide safeguards against navigational errors and loss of situational awareness
 - GNSS operational and serviceability checks
 - human factor limitations associated with using GNSS equipment
 - indications of waypoint passage
 - methods of position fixing using a GNSS system
 - mode of operation required during each segment of a GNSS/NPA, conditions required to transition to and operate in that mode, and associated CDI sensitivity and RAIM protection provided

- operating procedures for GNSS equipment that reduce or eliminate errors due to any of these factors
- operational requirements that apply to planning a flight on the basis of conducting an area navigation global navigation satellite system RNAV (GNSS) procedure at the destination
- parameters applicable to RAIM warnings in the en route, terminal and approach modes
- parameters applicable to tracking tolerances, automatic waypoint sequencing, CDI sensitivity and RAIM availability
- principles of operation, performance limitations and errors of a GNSS system
- requirements applicable to pilots and equipment for GNSS operations
- NDB, including:
 - effects of coastal refraction, night error, thunderstorms, mountainous areas, types of terrain and altitude of aircraft on NDB indications or range
 - methods of selecting and using most appropriate NDB for tracking during navigation
 - NDB tracking techniques, procedures and limitations
 - procedures for sector entry and holding using NDB
- VOR, including:
 - procedures for sector entry and holding using VOR
 - VOR instrument settings required to provide command indications when flying on given tracks both to and from VOR
 - VOR tracking techniques, procedures and limitations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0003 Advise on major services and attractions at aviation destinations

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 advise on major services and attractions at aviation destinations.

It includes researching information about airline destinations and responding to requests for information about airline destinations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service 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.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

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.

1 Research information about airline destinations

- 1.1** Appropriate sources of information about airline destinations for relevant routes are identified
- 1.2** Reference material is accessed from identified sources and organised in a form suitable for use when responding to passenger requests on aspects of airline destinations in accordance with customer expectations
- 1.3** Appropriate persons are consulted for advice and assistance in researching information about airline destinations

2 Respond to requests for information about airline destinations

- 2.1** Requests for information about airline destinations are courteously received and interpreted
- 2.2** Accurate, current and relevant information about airline destinations is provided at a level and depth appropriate to passenger needs
- 2.3** Where a response cannot be immediately provided to passenger requests, assistance and advice is sought from appropriate airline personnel or passenger is courteously referred to appropriate sources where they may be able to obtain the required information
- 2.4** Information is presented in a manner that shows sensitivity to both host and visiting cultures

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 AVII0001 Advise on major services and attractions at aviation destinations.

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>

Assessment Requirements for AVII0003 Advise on major services and attractions at aviation destinations

Modification History

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, performance criteria and range of conditions 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
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others when advising on major services and attractions at aviation destinations
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- airline procedures and standards for responding to requests from passengers for information about aspects of airline destinations
- information passengers may request about airline destinations, including:
 - accommodation options
 - culture
 - currency and exchange rates
 - customs and immigration requirements
 - economy
 - education
 - food
 - general lifestyle and customs
 - geographic features
 - government and politics
 - history
 - major tourist areas
 - natural history
 - public holidays
 - shopping
 - sports
 - tipping
- transport principles of customer service
- problems that may occur when responding to passenger requests for information on aspects of airline destinations and appropriate action that should be taken in each case
- relevant information about aspects of airline destinations on specific routes
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- sources of information about airline destinations on specific routes, and ways and means of accessing information from those sources, including:
 - airline product information
 - appropriate websites
 - authoritative encyclopaedias and other relevant references
 - authoritative travel books and journals dealing with specific countries and locations
 - government tourism offices at destination points
 - information provided by diplomatic embassies and consulates
 - tourism brochures
 - tourist information bureaus and agents at destination points
 - travel agents.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0004 Provide quality customer service

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 provide quality customer service in compliance with relevant regulatory requirements of national operating standards.

It includes identifying and assessing customer needs and expectations, delivering high quality service and dealing with difficult customer situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of flight and 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.

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

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.

1 Identify and assess customer needs and expectations

1.1 Different types of customers are accurately identified according to age, personality and cultural background

1.2 Individual customer needs and expectations are correctly identified, and products and services appropriate to identified needs and expectations are provided

2 Deliver high quality service

2.1 Customers are greeted in a polite and friendly manner

2.2 Trust, goodwill and satisfaction are developed through effective communication strategies

2.3 Customer requests are met whenever possible and within reasonable limits

2.4 Customer service is delivered in a manner appropriate to customer cultural and/or religious backgrounds

2.5 Customer dissatisfaction is recognised and appropriate action taken to resolve the problem

2.6 Potential problems are anticipated and action taken to minimise the effect on customer satisfaction

2.7 Opportunities to enhance the delivery of quality customer service are identified and actions, such as offers of assistance, building rapport, and intuitive identification of unstated customer needs, are implemented

2.8 Appropriate non-verbal communication is used to deliver quality service outcomes

3 Deal with difficult customer situations

3.1 Customer complaints are handled sensitively, courteously and discretely in accordance with workplace procedures and in a manner appropriate to the customer's cultural background

3.2 Nature and details of customer complaints are established and agreed on

3.3 Action to resolve customer complaint to customer's satisfaction is taken whenever possible and within level of own responsibility

- 3.4 Unresolved customer complaints are referred to a higher authority
- 3.5 All associated documentation is accurately and legibly completed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII0002 Provide quality customer service.

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>

Assessment Requirements for AVII0004 Provide quality customer service

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- using the correct techniques to resolve customer complaints in accordance with workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- airline standards, principles and philosophies for providing quality customer service to passengers
- customers, including:
 - customers with a range of cultural and religious backgrounds
 - customers with a range of disabilities, including hearing or sight impairment
 - customers with babies or small children
 - customers with specific dietary and other needs
 - elderly customers
 - internal and external customers
 - non-English speaking customers
 - passengers
 - unaccompanied minors
- airline structure, products, services, policies and procedures
- cabin features and amenities for various types of aircraft
- complaint handling procedures
- customer service records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- importance of customer service to airline and to individual crew responsibility
- needs and expectations of different types of customers, including internal and external customers
- problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS regulations
- risks that exist when providing customer service to passengers on aircraft flights, and related risk control procedures and precautions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0005 Provide customer service on an aircraft

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 provide customer service to passengers on an aircraft.

It includes providing customer service prior to departure, advising on and using cabin features and amenities, and providing customer service during flight. It also includes providing customer service on arrival, providing support to other members of the aircraft crew, and carrying out administrative procedures.

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.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

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.

1 Provide customer service prior to departure

- 1.1** Passengers are met and welcomed on boarding aircraft in accordance with regulatory requirements and workplace procedures
- 1.2** Hazards are identified, risks are assessed and hazard management implemented
- 1.3** Boarding passes are checked to confirm correct flight and seating, and passengers are directed to their seat locations in accordance with regulatory requirements and workplace procedures
- 1.4** Carry-on baggage is monitored to ensure it does not exceed allowable limits, and appropriate action is taken to remove baggage that exceeds these limits to hold stowage
- 1.5** Passengers are assisted to stow cabin baggage and personal items in accordance with regulatory requirements
- 1.6** Action is taken to ensure passengers are promptly seated with their seat belts correctly fastened in accordance with regulatory requirements
- 1.7** Passengers with specific needs are appropriately assisted
- 1.8** Passengers sitting over the wings and passengers with specific needs are given individual briefings in accordance with regulatory requirements and workplace procedures
- 1.9** Appropriate responses are made to passenger queries and requests
- 1.10** Passenger pre-departure cabin service items are offered as appropriate
- 1.11** Customer service is suspended during aircraft take-off

2 Advise on and use cabin features and amenities

- 2.1** Passengers are advised about relevant features and amenities available, including those available for passengers with specific needs
- 2.2** Cabin equipment and amenities are used in accordance with regulatory requirements and workplace procedures

- 2.3** Cabin equipment and amenities are correctly stowed after use in accordance with regulatory requirements and workplace procedures
- 3 Provide customer service during flight**
- 3.1** Toilets and facilities are periodically checked and serviced to ensure they meet workplace standards and are adequately stocked with relevant resources
- 3.2** Passenger safety, security and comfort needs are anticipated and appropriate action taken and responses are made
- 3.3** Aircraft cabin is patrolled to confirm passenger safety and comfort needs are being adequately satisfied in accordance with regulatory requirements and workplace procedures
- 4 Provide customer service on arrival**
- 4.1** Passengers are assisted in accessing baggage and personal items as required
- 4.2** Advice is provided on local time and weather conditions as required
- 4.3** Appropriate information is provided about terminal facilities and transport options
- 4.4** Passengers with specific needs are assisted as required in accordance with workplace procedures and regulatory requirements
- 4.5** Passengers are farewelled courteously in accordance with workplace procedures
- 4.6** Passengers are guided to appropriate exit
- 5 Provide support to other members of aircraft crew**
- 5.1** Appropriate assistance is provided to other cabin crew team members in accordance with workplace procedures
- 5.2** Other crew members are advised of variations to workplace procedures
- 5.3** Meals and refreshments are served to flight crew in accordance with workplace procedures and flight schedule
- 6 Carry out administrative procedures**
- 6.1** Workplace administrative procedures are identified and interpreted
- 6.2** Administrative procedures are implemented in

accordance with workplace and regulatory requirements

- 6.3** All required aircraft documentation/data capture is completed in accordance with workplace 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 AVII2001 Provide customer service on an aircraft.

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>

Assessment Requirements for AVII0005 Provide customer service on an aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation during flight
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule on arrival
- operating electronic communications equipment to required protocol prior to departure
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to individual differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- action to be taken in response to flight crew instructions
- airline administrative procedures
- airline standards for providing appropriate assistance and advice to passengers prior to take-off, during flight and on arrival
- cabin features and amenities for various types of aircraft
- features and amenities of terminals at designated airports
- principles of customer service
- problems that may need to be addressed when providing customer service and action that can be taken to address these problems
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- requirements for cabin crew to suspend customer service and be seated during take-off and landing and when otherwise directed by pilot in command (PIC) or other senior air crew
- transport options at designated airports.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0006 Carry out beverage service on an aircraft

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 carry out beverage service on an aircraft in compliance with relevant regulatory requirements of national operating standards.

It includes handling stock and materials, advising passengers, taking drink orders, and preparing and serving beverages. It also includes using trays, clearing and cleaning carts/tables and equipment, and preparing and using tea and coffee making equipment.

This unit addresses aviation technical skill requirements (physical, mental and task-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.

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 Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Handle stock and materials

- 1.1 Beverage storage area is checked and replenished at scheduled times using correct documentation in accordance with workplace procedures and customs regulations
- 1.2 Items are stored in appropriate places at the recommended storage temperature
- 1.3 Products are checked to ensure quality meets the required standard in accordance with workplace procedures
- 1.4 Beverage service area is kept clean, attractive and complete in accordance with workplace procedures and standards
- 1.5 Glassware is kept hygienically clean, free from chips and cracks and is stored correctly in accordance with workplace procedures
- 1.6 Familiarity with products to be offered is undertaken prior to service provision
- 1.7 Hazards are identified, risks are assessed and hazard management implemented
- 1.8 Customs documentation is completed as required in accordance with regulatory requirements and workplace procedures

2 Advise passengers

- 2.1 Advice is offered to passengers to assist them in an appropriate selection of products
- 2.2 Passenger complaints are resolved to their satisfaction within limits of own authority in accordance with workplace procedures and regulatory requirements
- 2.3 Passenger complaints that require further action are referred to supervisor in accordance with workplace procedures and regulatory requirements

3 Take beverage orders

- 3.1 Orders are taken accurately and are either written or memorised
- 3.2 Clear and helpful advice is given to passengers on selection of beverages

4 Prepare and serve

- 4.1 Beverages are prepared to legal and airline standards

- | | | |
|--|------------|--|
| beverages | | using the correct ingredients and measures, and are made to passenger requests |
| | 4.2 | Beverages are served promptly and courteously |
| 5 Use trays | 5.1 | Drink trays are loaded skilfully and safely ensuring correct balance |
| | 5.2 | Drink trays are carried and unloaded in accordance with regulatory requirements |
| | 5.3 | Beverages are poured and served in accordance with workplace procedures and regulatory requirements |
| 6 Clear and clean carts/tables and equipment | 6.1 | Passenger tables are cleared at an appropriate time in a polite manner |
| | 6.2 | Beverage and food service tables and carts are cleaned hygienically and are prepared for further service in accordance with workplace procedures and standards |
| | 6.3 | Utensils and glassware are stowed ready for cleaning as required |
| 7 Prepare and use tea and coffee making equipment | 7.1 | Tea and coffee making equipment is prepared ready for use in accordance with workplace procedures and regulatory requirements |
| | 7.2 | Passengers are offered a range of beverage service options and served in accordance with passenger requests |

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 AVII2003 Carry out beverage service on an aircraft.

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>

Assessment Requirements for AVII0006 Carry out beverage service on an aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- advising passengers on beverages, including:
 - providing them with a range of options:
 - cold beverages
 - hot beverages
 - low alcohol and non-alcoholic beverages
- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures related to beverage service
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline procedures and standards for serving non-alcoholic beverages on aircraft
- features and characteristics of various types of non-alcoholic beverages
- hygiene and safety issues of specific relevance to beverage service
- principles of passenger service
- problems that may occur when serving non-alcoholic beverages and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS, hygiene and environmental procedures, standards and regulations
- risks that exist when serving non-alcoholic beverages, and related risk control procedures and precautions
- typical service flows within an aircraft beverage service environment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0007 Provide advice about cuisine on an aircraft

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 provide advice about cuisine on an aircraft in compliance with relevant regulatory requirements of national operating standards.

It includes discussing menu items and selections, advising passengers about food and special menu items, obtaining feedback from passengers and others, and contributing to menu development.

This unit addresses aviation technical skill requirements (physical, mental and task-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.

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 Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Discuss menu items and selections | <p>1.1 Culinary styles and cooking methods of menu items are discussed with passengers using appropriate language, terminology and correct pronunciation in accordance with passenger needs</p> <p>1.2 Passengers are advised about the selection of menu items available, and provided with options and possible variations in accordance with passenger and operational needs</p> |
| 2 Advise passengers about food | <p>2.1 Information is accessed from appropriate sources to advise passengers about menu items in accordance with workplace procedures</p> <p>2.2 Passengers are advised about a range of foods in terms of varieties, quality factors, ingredients and cooking methods as required, using standard airline descriptions and in accordance with workplace procedures</p> <p>2.3 Foods are described using standard industry descriptions in terms of preparation methods and styles of service</p> |
| 3 Advise passengers about special menu items | <p>3.1 Passengers are advised about special menu items using standard airline descriptions and appropriate terminology in accordance with workplace procedures</p> <p>3.2 Appropriate responses are made to passenger requests for information on dietary features of special menu items in accordance with workplace procedures</p> |
| 4 Contribute to menu development | <p>4.1 Trends in passenger needs are identified and interpreted based on direct contact and workplace experience</p> <p>4.2 Advice on hygiene approaches is provided on request</p> <p>4.3 Suggestions and feedback about possible changes to menu development is provided to relevant personnel in accordance with workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII2004 Provide advice about cuisine on an aircraft.

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>

Assessment Requirements for AVII0007 Provide advice about cuisine on an aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- providing advice on cuisine, including special menu items:
 - ingredients
 - methods of preparation
 - origins
 - presentation styles
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others when providing advice on cuisine on an aircraft
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of elements, performance criteria and range of conditions and include knowledge of:

- airline procedures and standards for providing advice on cuisine to passengers
- features and characteristics of various types of food served on commercial aircraft, including special menu items
- food presentation for different types of airline service
- hygiene and safety issues of specific relevance to food and beverage service
- principles of customer service
- problems that may occur when providing advice on cuisine to passengers, and to passengers with specific needs, and appropriate action that should be taken in each case
- relevant equal opportunity and anti-discrimination regulations
- relevant information about meal ingredients, special dietary requirements and food allergies
- relevant regulatory requirements
- risks that exist when providing advice about cuisine to passengers and related risk control procedures and precautions
- standard airline menus and menu items.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVII0008 Conduct in-flight retailing

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 conduct in-flight retailing in compliance with relevant regulatory requirements of national operating standards.

It includes assessing customer needs, promoting products and customer services, handling payments, handling complaints and completing administrative requirements. It also includes carrying out stocktaking procedures, reconciling money/stock, ordering and storing stock, and maintaining security of goods and revenue.

This unit addresses aviation technical skill requirements (physical, mental and task-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.

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.

- | | |
|---|--|
| 1 Assess customer needs | 1.1 Appropriate questioning techniques are used to determine customer needs and product preferences in accordance with workplace procedures |
| | 1.2 Individual needs of customers are accurately assessed and suitable products identified |
| | 1.3 Advice is courteously provided to customers about products available for sale in accordance with workplace procedures and trade practices regulations |
| 2 Promote products and customer services | 2.1 Products and services available to customers are effectively promoted in accordance with workplace procedures |
| | 2.2 Selling techniques appropriate to the product and customer are employed in order to make sale in accordance with workplace procedures |
| 3 Handle payments | 3.1 Customers are courteously advised of amount due in accordance with workplace procedures |
| | 3.2 Payments for products are processed in accordance with workplace procedures, including credit card transactions |
| | 3.3 Currency conversion rates are correctly applied during transactions |
| | 3.4 Correct change is returned to customer |
| | 3.5 Appropriate precautions are taken to minimise/identify incidences of credit card fraud in accordance with workplace procedures |
| 4 Handle complaints | 4.1 Complaints are promptly and sensitively identified and received in accordance with workplace procedures |
| | 4.2 Complaints are handled and/or reported to senior personnel in accordance with workplace procedures |
| | 4.3 Appropriate follow-up action is taken to ensure a positive outcome in accordance with workplace procedures |
| 5 Complete administrative requirements | 5.1 Reconciliation of money and stock is completed in accordance with workplace procedures |

- 5.2 Appropriate documentation of financial transactions and reconciliations is completed in accordance with workplace procedures and customs requirements
 - 5.3 Pay-in procedures are accurately performed in accordance with workplace operational and security procedures
- 6 Carry out stocktaking procedures**
 - 6.1 Stocktaking procedures are carried out accurately in a timely manner and in accordance with workplace procedures and regulatory requirements
 - 6.2 Shortfalls are checked and reported as required
 - 6.3 Required stocktaking documentation is completed in accordance with workplace procedures and customs requirements
- 7 Order and store stock**
 - 7.1 Internal requisitions are correctly placed in accordance with workplace procedures and customs requirements
 - 7.2 Uplifted stock is received and checked for quality and quantity
 - 7.3 Faulty or incorrect goods delivered are promptly identified and appropriate action taken in accordance with workplace procedures
 - 7.4 Uplifted stock is correctly stored in accordance with workplace procedures
 - 7.5 Stock is handled and stored using safe manual handling methods in accordance with work health and safety (WHS)/occupational health and safety (OHS) regulations
- 8 Maintain security**
 - 8.1 Compliance is maintained with security procedures to protect saleable amenities and revenue at all times in accordance with workplace procedures
 - 8.2 Breaches in security are promptly identified and reported, and appropriate action is taken 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII2006 Conduct in-flight retailing.

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>

Assessment Requirements for AVII0008 Conduct in-flight retailing

Modification History

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, performance criteria and range of conditions 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
- using questioning techniques, including:
 - active listening
 - checking understanding
 - closed questions
 - leading/rhetorical questions
 - limiting questions
 - open questions
- using sales techniques to promote inflight products, including:
 - benefits
 - features
 - match to customer needs
 - payment methods
 - price
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information

and signs

- reporting and/or rectifying problems, faults and 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline procedures and standards for in-flight retailing, including selling, stocktaking, stock/money reconciliation, customs, security and administrative processes
- principles of customer service and effective selling
- effective communication skills
- problems that may occur when conducting in-flight retailing and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant regulatory requirements for in-flight retailing
- relevant WHS/OHS, hygiene and environmental procedures and regulations
- risks that exist when conducting in-flight retailing and related risk control procedures and precautions
- saleable products, amenities and services, including their features, characteristics and pricing.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0009 Check in aircraft passengers

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 check in aircraft passengers in compliance with relevant regulatory requirements and national operating standards.

It includes greeting passengers, checking in passengers using manual and computerised processes, and checking in baggage. It also includes responding to problems during check-in, issuing boarding passes and directing passengers to security gates.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service 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.

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 Performance criteria describe the performance needed to

- outcomes. demonstrate achievement of the element.
- 1 Greet passenger**
 - 1.1** Passenger is greeted in accordance with workplace customer service procedures
 - 1.2** Passenger is asked for name and flight details
 - 1.3** Photographic identification is requested from passenger and identity is confirmed
 - 1.4** Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements
 - 2 Check in passenger using manual process**
 - 2.1** Passenger name is identified and confirmed on passenger list for nominated flight in accordance with manual check-in procedures
 - 2.2** Passenger seating preference on aircraft is sought and allocated where possible
 - 2.3** Passenger check in is recorded on passenger list and a suitable and available aircraft seat is allocated in accordance with flight requirements, seating plan, zoning weight and balance restrictions, and workplace procedures
 - 2.4** Passenger is advised of changes in flight arrangements, including delays, cancellations and gate changes
 - 3 Check in passenger using computerised process**
 - 3.1** Passenger name and indicated flight are entered into the system in accordance with computerised procedures and relevant workplace procedures
 - 3.2** Passenger flight booking is confirmed on the system
 - 3.3** Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures
 - 3.4** Passenger aircraft seating preference is sought or confirmed from loyalty program preference profile
 - 3.5** Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated in accordance with workplace procedures
 - 4 Check in baggage**
 - 4.1** Passenger is requested to present baggage for check in
 - 4.2** All weighing equipment is checked for serviceability

and weighing scales are calibrated in accordance with workplace procedures

- 4.3 Cabin baggage items are checked to ensure they fall within allowable passenger baggage requirements, and passenger is courteously advised to check in non-compliant cabin baggage items with other items in aircraft hold
- 4.4 Passenger checked-in baggage is weighed on scales in accordance with workplace procedures and compared to passenger class of travel allowable limits
- 4.5 Passenger is advised and arrangements made for excess baggage payment for baggage above allowable limit but permissible under excess baggage rules, in accordance with workplace procedures
- 4.6 Passenger is advised about baggage above allowable limit where excess is not permissible under regulatory requirements, and is requested to take appropriate action to reduce baggage weight to within allowable limit in accordance with workplace procedures
- 4.7 Baggage details are recorded on aircraft baggage list and entered into computer system in accordance with workplace procedures for type of check-in process being used
- 4.8 Baggage is labelled in accordance with workplace procedures using either manually or printer-produced tags in accordance with system being used, including overweight, oversize or fragile labels as required
- 4.9 Passenger loyalty program baggage labels are applied as required
- 4.10 Passenger baggage is placed on baggage belt or cart in preparation for aircraft loading
- 4.11 Passenger baggage check-in record is attached to ticket or boarding pass sleeve
- 4.12 Baggage is handled at all times in accordance with work health and safety (WHS) regulations and workplace procedures

5 Respond to problems during check in

- 5.1 Problems arising during check in are promptly identified and clarified in accordance with workplace procedures

- 5.2** Hazards are identified, risks are assessed and hazard management implemented
 - 5.3** Options to resolve identified problems are explored in consultation with passenger and other staff in accordance with workplace procedures and relevant regulatory requirements
 - 5.4** Passenger check-in problems not immediately resolved are referred to appropriate supervisor or other relevant staff for action in accordance with workplace procedures
- 6 Issue boarding pass**
 - 6.1** On finalisation of check-in procedures, a manual or electronic boarding pass is issued and presented to passenger in accordance with workplace procedures
 - 6.2** Passenger attention is drawn to relevant details on boarding pass, including flight code, boarding gate and required boarding time
- 7 Direct passenger to security gate**
 - 7.1** Passenger is directed to security gate in accordance with workplace procedures
 - 7.2** Passengers subscribing to a loyalty scheme and/or airline club are advised of location of appropriate lounge and facilities 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII2007 Check in aircraft passengers.

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>

Assessment Requirements for AVII0009 Check in aircraft passengers

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to aircraft passengers
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- airline standards for providing appropriate check-in services for passengers
- baggage check-in limits and requirements
- check-in records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- passenger identification requirements
- principles of customer service
- problems that may occur when checking in passengers for aircraft flights and appropriate action that should be taken in each case
- problems during check-in, including:
 - delayed or cancelled flight
 - excess baggage
 - late check in
 - no record of passenger claimed booking
 - overweight or oversize cabin baggage
 - possession or prohibited items on passenger or in cabin or checked-in baggage
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS regulations
- risks that exist when checking in passengers for aircraft flights and related risk control procedures and precautions
- seat allocation procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0010 Provide assistance to transit and arriving passengers

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 provide assistance to transit and arriving passengers in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes greeting transit and arriving passengers, checking in passengers using manual and computerised processes, responding to passenger problems, issuing boarding pass for next leg of flight, and directing transit passengers to transit lounges.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service 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.

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.

- | | |
|---|---|
| 1 Greet transit passenger | <p>1.1 Transit passenger is greeted in accordance with workplace customer service procedures</p> <p>1.2 Transit passenger is asked for boarding pass and/or name and details of their flight and destination, and is directed to relevant terminal/check-in area</p> <p>1.3 Transit passenger queries concerning flight and transit arrangements are answered accurately, courteously and in accordance with workplace customer service standards and procedures</p> |
| 2 Greet arriving passenger | <p>2.1 Arriving passenger is greeted in accordance with workplace customer service procedures</p> <p>2.2 Arriving passenger is directed to baggage carousel area and/or terminal exit and transport services</p> <p>2.3 Arriving passenger with international connections is directed to relevant terminal/check-in area</p> <p>2.4 Arriving passenger queries and concerns are answered courteously in accordance with workplace customer service standards and procedures</p> |
| 3 Check in passenger for next leg using manual process | <p>3.1 Passenger name is identified and confirmed on passenger list for nominated flight in accordance with manual procedures</p> <p>3.2 Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures</p> <p>3.3 Passenger is advised of changes in flight arrangements, including delays, cancellations and gate changes</p> <p>3.4 Passenger seating preference on aircraft is sought or confirmed from loyalty program preference profile</p> <p>3.5 Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements</p> <p>3.6 Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated using appropriate workplace procedures</p> |

- | | | |
|---|------------|--|
| 4 Check in transit passenger for next leg using computerised process | 4.1 | Passenger name and indicated flight are entered into the system in accordance with computerised procedures and relevant workplace procedures |
| | 4.2 | Passenger booking for the next leg of the flight is confirmed on the system and passenger is advised of any changes in flight arrangements |
| | 4.3 | Appropriate action is initiated to resolve the problem of a passenger name not being found in flight bookings in accordance with workplace procedures |
| | 4.4 | Passenger aircraft seating preference is sought or confirmed from loyalty program preference profile |
| | 4.5 | Passenger is advised of prohibited items not to be carried onto aircraft or carried in baggage in accordance with regulatory requirements |
| | 4.6 | Passenger check-in is confirmed on flight management systems, and suitable and available aircraft seating is allocated in accordance with workplace procedures |
| 5 Respond to passenger problems | 5.1 | Problems arising for an arriving or transit passenger are promptly identified and clarified in accordance with workplace procedures |
| | 5.2 | Hazards are identified, risks are assessed and hazard management implemented |
| | 5.3 | Options for resolving identified problems are explored in consultation with passenger and appropriate staff in accordance with workplace procedures and relevant regulatory requirements |
| | 5.4 | Passenger check-in problems not immediately resolved are referred to appropriate supervisor or other relevant staff for action in accordance with workplace procedures |
| 6 Issue boarding pass for next leg of flight | 6.1 | On finalisation of check-in procedures, a manual or electronic boarding pass is issued and presented to passenger in accordance with workplace procedures |
| | 6.2 | Passenger attention is drawn to relevant details on boarding pass, including flight code, boarding gate and required boarding time |
| 7 Direct transit passenger | 7.1 | Passenger is directed to transit lounge and facilities in |

to transit lounge

accordance with workplace procedures

- 7.2 Passengers subscribing to a loyalty scheme and/or airline club are advised of location of appropriate lounge and facilities 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII2008 Provide assistance to transit and arriving passengers.

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>

Assessment Requirements for AVII0010 Provide assistance to transit and arriving passengers

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- airline standards and procedures for providing appropriate services for transit and arriving passengers
- baggage check-in limits and requirements
- check-in records/documentation
- features, amenities, transit club lounges and departure gate locations at designated airports
- passenger identification requirements
- principles of customer service
- problems that may occur when assisting transit and arriving passengers and appropriate action that should be taken in each case, including:
 - delayed or cancelled flight
 - lack of understanding of terminal layout
 - incoming flight late arrival
 - no record of passenger booking for next leg of flight
 - possession or prohibited items on passenger or in cabin or checked-in baggage
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS regulations
- risks that exist when assisting transit and arriving passengers and related risk control procedures and precautions
- seat allocation procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0011 Carry out food preparation and service on an aircraft

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 carry out food preparation and service on an aircraft in compliance with relevant regulatory requirements of national operating standards.

It includes preparing galley for service; receiving, checking and storing goods; checking and maintaining galley; and responding to breakdown in galley or cabin equipment. It also includes preparing equipment for use, preparing and presenting food for service, carrying out galley service, cleaning galley and equipment, and preparing galley for landing.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties that complement the non-technical skills 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.

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.

- | | |
|---|--|
| 1 Prepare galley for service | 1.1 Galley equipment, bar carts and other applicable food service items are checked to ensure levels of stock and equipment are appropriate to level of service and sector requirements |
| | 1.2 Menus are checked against catering supplied and are prepared for distribution as required |
| | 1.3 Dry stores are checked for availability |
| | 1.4 Tea and coffee making equipment and materials are prepared for service in accordance with regulatory requirements and workplace procedures and standards |
| 2 Receive, check and store goods | 2.1 Food and equipment are checked against passenger load figures and checklists |
| | 2.2 Defects and shortages are identified and reported to appropriate person/department in accordance with workplace procedures |
| | 2.3 Non-exchange equipment is inspected for defects and appropriate action is taken as required |
| | 2.4 Dry stores are received and stowed in accordance with regulatory requirements and workplace procedures |
| | 2.5 Appropriate action is initiated/taken to minimise effect on service when problems with stock or equipment are identified |
| 3 Check and maintain galley | 3.1 Galley is inspected and maintained to ensure it is clean, well-lit and at the correct temperature |
| | 3.2 Defects and problems with galley equipment are identified and reported in accordance with workplace procedures |
| | 3.3 Catering checklist is used with required levels of speed and accuracy |
| | 3.4 Foods and goods are correctly issued in accordance with passenger requests |
| | 3.5 Security in galley area is maintained in accordance with regulatory requirements and workplace procedures |

- 3.6 Familiarity with store area is maintained and used to enable smooth workflow
 - 3.7 Hazards are identified, risks are assessed and hazard management implemented
 - 3.8 Identified galley equipment irregularities and defects are followed up with relevant personnel in accordance with workplace procedures
- 4 **Respond to breakdown in galley or cabin equipment**
 - 4.1 Breakdown in galley or cabin equipment is identified, recorded in equipment failure log and notified to a senior crew member in accordance with workplace procedures
 - 4.2 Appropriate strategy for dealing with breakdown is formulated in conjunction with the pilot in command (PIC) and/or other flight or cabin crew in accordance with workplace procedures
 - 4.3 Passengers are kept informed of the nature of the problem and action taken as required in accordance with workplace procedures
 - 4.4 Alternative action is taken as appropriate to maintain cabin service in accordance with agreed strategy
- 5 **Prepare equipment for use**
 - 5.1 Equipment needed for service is checked for cleanliness and is prepared for use in accordance with workplace procedures and regulatory requirements for safety and hygiene
 - 5.2 Carts and/or serving equipment are set up in accordance with workplace procedures for relevant menus
- 6 **Prepare and present food for service**
 - 6.1 Food items are prepared in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
 - 6.2 Food for menu items is correctly identified
 - 6.3 Oven temperatures are set at appropriate levels and food is transferred at appropriate times in accordance with workplace procedures and recipes, and food hygiene regulatory requirements
 - 6.4 Food is monitored to ensure food quality is in accordance with workplace procedures

- 6.5** Sufficient supplies of clean, undamaged crockery are made available at temperatures appropriate to food being served
 - 6.6** Food is portioned in accordance with workplace procedures, recipes, product and service standards
 - 6.7** Food items are arranged and presented without drips or spills in accordance with regulatory requirements and workplace procedures
- 7 Carry out galley service**
 - 7.1** Crew are advised when meal service is due to commence
 - 7.2** Meal service operations are monitored and additional food prepared as required
 - 7.3** Work is completed effectively in conjunction with other crew members to ensure timely, quality food service
 - 7.4** Quality of food items is regularly monitored in accordance with workplace procedures and appropriate action is taken as required
 - 7.5** Towels are prepared hygienically at appropriate times and forwarded as required to cabin staff for service in accordance with regulatory requirements and workplace procedures
 - 7.6** Galley operations are adjusted as required to meet service and operational requirements and contingencies in accordance with workplace procedures
- 8 Clean galley and equipment**
 - 8.1** Unused food items are returned to correct storage area in accordance with workplace procedures
 - 8.2** Soiled and used linen and towels are collected, sorted and removed in accordance with workplace procedures and regulatory requirements
 - 8.3** Appropriate cleaning materials are identified and selected in accordance with workplace procedures and regulatory requirements
 - 8.4** Equipment is cleaned in accordance with workplace procedures, manufacturer instructions and regulatory requirements
 - 8.5** Cleaning materials and equipment are correctly and

- safely stored in accordance with regulatory requirements and workplace procedures
- 8.6** Waste is identified and sorted in accordance with regulatory requirements and workplace procedures
- 9 Prepare galley for landing**
- 9.1** Galley facilities and equipment are checked and secured for landing in accordance with workplace procedures and regulatory requirements
- 9.2** Stock levels are checked and additional stock ordered as required to meet passenger load requirements for next sector
- 9.3** Appropriate action is taken to ensure compliance with quarantine regulations is maintained
- 9.4** Non-exchange items are sorted and stored in accordance with workplace procedures
- 9.5** Feedback on galley service provided is sought from other crew members and problems that may have been experienced are appropriately documented
- 9.6** Suggestions are made to supervisory personnel in accordance with workplace procedures on options for possible improvements to food service operations
- 9.7** Galley administrative and feedback documentation is completed and stored 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.

Unit Mapping Information

This unit replaces and is equivalent to AVII3002 Carry out food preparation and service on an aircraft.

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>

Assessment Requirements for AVII0011 Carry out food preparation and service on an aircraft

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- airline standards for food preparation and galley service

- features of galley and equipment for various types of aircraft
- galley service procedures
- menus and food presentation requirements for various classes of air travel service offered by airlines
- principles of food preparation and galley service
- problems that may occur when carrying out food preparation and galley service and appropriate action that should be taken in each case
- procedures for cleaning galley and equipment and disposing of waste
- relevant airline administrative procedures and related documentation
- relevant information/documents, including:
 - airline procedures, instructions and job specifications
 - checklist and procedures for pre-landing galley operations
 - food preparation and service standards
 - food preparation procedures
 - galley administrative and feedback documentation
 - galley service and cleaning checklists and procedures
 - galley equipment operational manuals
 - hygiene, quarantine and environmental procedures and regulations
 - manufacturer instructions for cleaning equipment and materials
 - meal menus
 - passenger manifests and checklists
 - pre-landing checklists and procedures
 - stock inventory and ordering documentation
- risks that exist when carrying out food preparation and galley service and related risk control procedures and precautions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVII0012 Apply knowledge of the structure, products and services of an airline operator

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 apply knowledge of the structure, products and services of an airline operator.

It includes developing and applying an understanding of the structure of the aviation and tourism industries, developing and applying an understanding of the economic and social significance of aviation and tourism in Australia, identifying markets for a particular airline, and developing and applying an understanding of the structure and operations of an airline.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational and commercial 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.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

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.

1 Develop and apply an understanding of the structure of the aviation and tourism industries in Australia

- 1.1** Sources of information on the structure and function of the aviation and tourism industries are identified and accessed in accordance with workplace procedures
- 1.2** An understanding of the broad structures of the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work
- 1.3** An understanding of the sectors in the aviation industry and their relationship with each other is developed and appropriately applied to day-to-day work
- 1.4** An understanding of the sectors in the tourism industry and their relationship with each other is developed and appropriately applied to day-to-day work
- 1.5** Roles of individual airlines in the aviation industry are correctly identified and explained

2 Develop and apply an understanding of the economic and social significance of aviation and tourism in Australia

- 2.1** Sources of information on the economic and social significance of the aviation and tourism industries are identified and accessed in accordance with workplace procedures
- 2.2** An understanding of the economic and social significance of the aviation and tourism industries is developed and appropriately applied to day-to-day work
- 2.3** For a given airline, an understanding of the scope of its operations and the economic and social significance of its contribution to the aviation and tourism industries is developed and appropriately applied to day-to-day work

3 Identify markets for a particular airline

- 3.1** Products and services offered by a particular airline for specific markets are correctly identified and explained
- 3.2** An understanding of the characteristics of domestic and overseas markets served by Australian international, domestic, regional and charter airlines is developed and

applied as appropriate to day-to-day work

4 Develop and apply an understanding of the structure and operations of an airline

- 4.1** Sources of information on the structure, history and function of a particular airline are identified and accessed in accordance with workplace procedures
- 4.2** An understanding of the structure and day-to-day operations of a particular airline is developed and applied to day-to-day work
- 4.3** The history and operational culture of a particular airline are researched, explained and applied to day-to-day work
- 4.4** An understanding of the importance of the principles of crew resource management (CRM) and human factors (HF) is developed and applied to day-to-day work
- 4.5** The ways in which aircrew work together as a team are correctly identified and explained
- 4.6** An understanding of the employment conditions, benefits and responsibilities for relevant positions within an airline are developed and applied to day-to-day work

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 AVII3005 Apply knowledge of the structure, products and services of an airline operator.

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>

Assessment Requirements for AVII0012 Apply knowledge of the structure, products and services of an airline operator

Modification History

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, performance criteria and range of conditions 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
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule of an airline operation
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline administrative procedures
- airline operational standards and procedures
- broad structures of the Australian aviation and tourism industries
- economic and social significance of the aviation and tourism industries
- key sectors in the aviation industry, including international, domestic, regional and charter airline operations, including:
 - air traffic control (ATC)
 - aircraft catering and resourcing
 - aircraft flight operations (flight and cabin service crew)
 - aircraft maintenance
 - airport management
 - aviation emergency services
 - aviation regulatory authorities
 - aviation training
 - baggage handling
 - freight services
 - ground customer service staff (check-in, arrivals and transit)
 - ground support to aircraft
 - security personnel
- key sectors of the aviation industry, including:
 - call centres
 - entertainment
 - hospitality and accommodation
 - ticketing
 - transport
 - travel agencies
- principles and philosophies underpinning the operation of the aviation industry
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS, hygiene and environmental procedures and regulations
- structure of the aviation and tourism industry, including:
 - challenges facing the aviation and tourism industries and strategies used by airlines and enterprises to meet these challenges
 - features of the aviation industry
 - nature of the relationships between different sectors in the two industries
 - roles and functions of the various industry sectors
 - services offered by each sector and major industry bodies
- structures, history and functions of relevant airline/s.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 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>

Assessment Requirements for 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.

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 precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others when providing leadership and supervising cabin operations
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing response actions to unlawful interference with aviation incidents relevant to own role
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding to problems and incidents during supervision of cabin operations, including one or more of the following:
 - delayed or cancelled flight
 - faulty cabin service or aircraft safety equipment
 - incidents classified as unlawful interference with aviation
 - passenger or staff illness

- use of technical devices
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- airline standards, principles and philosophies for providing quality customer service to passengers
- airline structure, products, policies, procedures and service standards
- appropriate service to customers with a range of specific needs
- cabin features and amenities for various types of aircraft
- cabin product and service procedures
- complaint handling procedures
- customer service records/documentation
- features, amenities and departure gate locations of terminals at designated airports
- importance of customer service to airline and to individual crew responsibility
- needs and expectations of different types of customers, including internal and external customers
- problems that may occur when providing customer service to passengers on aircraft flights and appropriate action that should be taken in each case
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and relevant authority for supervision of cabin operations
- relevant WHS/OHS regulations
- risks that exist when providing customer service to passengers on aircraft flights and related risk control procedures and precautions
- service quality and continuous improvement principles
- unlawful interference with aviation incidents and response actions relevant to own role:
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk

- putting the safety of an aircraft at risk by communicating false or misleading information
- putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
- taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence.

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>

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.

Application

This unit involves the skills and knowledge required to monitor and enhance customer service excellence.

It includes delivering excellence in customer service, monitoring and adjusting customer service performance, and seeking information from customers and staff. It also includes developing approaches to enhance customer service, and encouraging staff to take responsibility for customer service problems.

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

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1 Deliver excellence in customer service | <p>1.1 Customer service expectations are consistently exceeded</p> <p>1.2 Quality, safety, resource and delivery standards are consistently met</p> <p>1.3 Aviation operator customer records are maintained accurately in accordance with airline systems and procedures</p> |
| 2 Monitor and adjust customer service performance | <p>2.1 Customer service performance standards are monitored and reviewed using a range of systems and techniques</p> <p>2.2 Appropriate adjustments to ensure customer satisfaction is maintained, are made decisively and promptly, and are an accurate reflection of company procedures</p> <p>2.3 Resource requirement changes are organised in advance wherever and whenever possible in accordance with company procedures</p> <p>2.4 Negative impact events and factors are promptly identified and actions are taken to minimise effect and to prevent recurrence</p> <p>2.5 Peer coaching and mentoring support is provided to assist colleagues to meet and enhance company customer service standards</p> |
| 3 Seek information from customers and staff | <p>3.1 Regular feedback on service quality is sought and obtained from internal and external customers using a variety of data collection methods</p> <p>3.2 Customers and colleagues are encouraged to comment on continuous improvement methods implemented, to ensure service excellence</p> <p>3.3 Customer and colleague feedback is acknowledged and followed up as appropriate</p> |

- | | | |
|---|------------|---|
| 4 Develop approaches to enhance customer service | 4.1 | Customer quality service initiatives are identified and forwarded to appropriate personnel |
| | 4.2 | Customer service performance information is communicated clearly with colleagues |
| | 4.3 | Participation in developing new approaches or initiatives to customer service is undertaken |
| 5 Encourage staff to take responsibility for customer service problems | 5.1 | Coaching and support is provided to assist colleagues in handling difficult customer situations |
| | 5.2 | Responsibility for service delivery and customer satisfaction is taken |
| | 5.3 | Customer service relationship development opportunities are discussed with team members |
| | 5.4 | Appropriate responses are made to team member suggestions in a timely manner |

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 AVII4015A Monitor and enhance customer service excellence.

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>

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>

AVIJ0001 Contribute to the achievement of on-time performance standards

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.

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.

Unit Mapping Information

This unit replaces and is equivalent to AVIJ2001 Contribute to the achievement of on-time performance standards.

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>

Assessment Requirements for AVIJ0001 Contribute to the achievement of on-time performance standards

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- overcoming delays, including:
 - accelerating other pre-departure activities
 - accessing additional staff
 - assisting staff as required
 - developing and implementing appropriate strategies to overcome or minimise a specific delay
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- pertinent sections of relevant regulations
- potential causes of flight delays that may occur when preparing for aircraft departure and appropriate action that should be taken in each case
- principles of customer service and on-time performance
- procedures for relevant workplace activities carried out in preparation for flight departure
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant WHS and environmental protection regulations
- roles and responsibilities of staff involved in achieving on-time performance standards
- unlawful interference with aviation, including:
 - definitions
 - individual actions and responsibilities
- workplace standards for on-time performance.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIJ0002 Conduct quality control operations related to refuelling and defuelling aircraft

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 conduct quality control operations related to refuelling and defuelling aircraft in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes taking samples from dispensers/fuellers, conducting a visual check of fuel samples, testing membrane filtration (millepore sampling) and measuring pressure differential on filter vessels.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to quality control operations 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.

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 Conduct dispenser sampling processes

1.1 Fuel samples are taken from dispenser for visual testing at the commencement of routine operations in accordance with workplace procedures and regulatory requirements

1.2 Fuel samples are taken from dispenser for visual testing during fuelling operations in accordance with workplace procedures and regulatory requirements

2 Conduct fueller sampling processes

2.1 Fuel samples are taken from fueller for visual testing at the commencement of routine operations and during fuelling operations in accordance with workplace procedures and regulatory requirements

2.2 Additional samples are taken from fueller after defuelling operations, vehicle washing, maintenance and rain events

3 Conduct visual check of fuel samples

3.1 Fuel sample is inspected and colour identified and interpreted to determine grade of fuel in accordance with workplace procedures and established colour criteria

3.2 Sample is inspected for free water and dirt particles in accordance with workplace procedures and established manual or automated processes

3.3 Water detector capsules are used to check for suspended water in accordance with manufacturer instructions and workplace procedures

3.4 Results of visual checks are recorded and reported in accordance with workplace procedures and regulatory requirements

4 Test membrane filtration (millepore sampling)

4.1 Hydrant dispenser vehicle is positioned at test rig and is interlocked/chocked in accordance with workplace procedures

4.2 Fuellers are tested independent of test rig by circulating product through delivery hose back to tank to achieve required flow rates

- 4.3 Bonding leads are attached in accordance with workplace procedures
 - 4.4 Fueller/dispenser delivery hoses are connected to achieve a flow rate of at least 50% of rated flow of filter
 - 4.5 Hydrant dispenser lanyard is connected to pit valve and inlet hose is connected in accordance with workplace procedures
 - 4.6 Colorimetric capsule is loaded in accordance with manufacturer instructions and workplace procedures
 - 4.7 Checks are made to ensure capsule is located in housing with millepore monitor inlet facing upstream
 - 4.8 Apparatus is connected to filter outlet millepore sample connection or nozzle millepore sample point
 - 4.9 Pressure and flow rate are adjusted to workplace specifications
 - 4.10 Apparatus is flushed
 - 4.11 Colorimetric test samples are drawn monthly in accordance with sampling schedules
 - 4.12 Gravimetric and microbiological tests are drawn every three months in accordance with sampling schedules, ensuring that initial sample is drawn for gravimetric test then gravimetric capsule is replaced with microbiological capsule, and another sample is drawn in accordance with workplace procedures
 - 4.13 Apparatus is disconnected and capsule is removed
 - 4.14 Gravimetric and microbiological samples are labelled and dispatched to laboratory in accordance with workplace procedures
 - 4.15 Colorimetric assessment is conducted in accordance with manufacturer instructions and workplace procedures
 - 4.16 Test results are documented in accordance with workplace procedures and regulatory requirements
- 5 Measure pressure differential on filter**
- 5.1 Gauge is checked in accordance with manufacturer instructions and workplace procedures

vessels

- 5.2 Flow through vessel into aircraft or test rig is started in accordance with workplace procedures
- 5.3 Pressure differential at maximum flow rate obtained is read
- 5.4 Results are analysed and recorded in accordance with workplace procedures and regulatory requirements
- 5.5 Where differential pressure exceeds filter manufacturer recommended differential pressure at flow rates above 50% of the maximum rated flow of filter vessel, situation is reported immediately to supervisor for investigation 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIJ4002 Conduct quality control operations related to refuelling and defuelling aircraft.

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>

Assessment Requirements for AVIJ0002 Conduct quality control operations related to refuelling and defuelling aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards related to fuel handling procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft fuelling/defuelling operations quality control principles and processes
- conduct of dispenser sampling processes
- conduct of fueller sampling processes
- conduct of visual check of fuel samples
- correct fitment and wearing of required safety and PPE, including:
 - approved uniform/clothing
 - gloves
 - hearing protection
 - high visibility clothing
 - mask or respirator
 - safety glasses
 - safety headwear and footwear
 - safety vest
- manufacturer instructions for equipment used in quality control processes
- membrane filtration testing (millepore sampling) procedures
- problems that may occur when conducting aircraft refuelling/defuelling quality control operations and appropriate action that should be taken in each case
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and other regulations for aircraft refuelling and defuelling quality control processes carried
- risks that exist when conducting aircraft refuelling/defuelling quality control operations and related risk control procedures and precautions
- workplace procedures for conducting aircraft refuelling and defuelling quality control operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIL0002 Manage shifts, crewing and rostering activities in aviation

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 shifts, crewing and rostering activities in aviation in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing to manage shifts, crewing and rostering, establishing crew resourcing framework, managing the development of crew rosters, and monitoring crew rosters.

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

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 Prepare to manage shifts, crewing and rostering | <p>1.1 Operational timetables and schedules are identified and kept updated within roster operations</p> <p>1.2 Shifts and schedules are identified for routine and unplanned services to ensure routine and contingency crewing requirements can be met</p> <p>1.3 Procedures to identify set workings or work tasks to be performed are identified and implemented</p> <p>1.4 Potential operational problems and their impact on crewing needs are identified and contingency plans developed</p> |
| 2 Establish crew resourcing framework | <p>2.1 Individual fitness for work requirements are identified and confirmed as appropriate for crewing requirements</p> <p>2.2 Fatigue risk management requirements are identified and taken into consideration when establishing shifts and rosters</p> <p>2.3 Crew qualifications and regulated competency requirements are identified and systems to monitor their ongoing currency are used</p> <p>2.4 Organisational and workplace requirements are identified and strategies to manage them are developed and implemented</p> |
| 3 Manage the development of crew rosters | <p>3.1 Established regulatory, organisational and workplace requirements are met in developing crew shifts and rosters</p> <p>3.2 Strategies that allow sufficient flexibility to allow contingency plans to be implemented are identified, developed and applied</p> <p>3.3 Procedures are put in place to ensure rosters are circulated in accordance with organisational policies and procedures</p> <p>3.4 Mechanisms are put in place to receive and address feedback from rostered personnel, and to identify and act on acceptable modifications</p> <p>3.5 Procedures for documenting and distributing finalised</p> |

crew rosters to appropriate personnel are established and implemented

4 Monitor crew rosters

- 4.1** Crew rostering is reviewed at appropriate times to ensure it meets current and future regulatory and organisational requirements
- 4.2** Issues with crew rostering are identified and addressed in accordance with regulatory and organisational requirements
- 4.3** Crew rosters are revised and disseminated as required

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 AVIL0001 Manage shifts, crewing and rostering activities in 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>

Assessment Requirements for AVIL0002 Manage shifts, crewing and rostering activities in aviation

Modification History

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 precautions and required action to minimise, control or eliminate identified fatigue risk hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying any problems, fault 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 standards
- solving problems associated with managing shifts, crewing and rostering activities
- using hardware systems to manage crew rosters
- using software systems to manage crew rosters
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- documentation and reporting requirements for developing crew rosters
- fatigue risk management policies, including:
 - hazard identification
 - risk assessments
 - mitigation strategies
 - training and education programs
 - fatigue monitoring
 - continuous monitoring
- individual workplace procedures and policies for developing crew rosters
- operations manuals, job specifications and induction documentation
- problems that may occur when developing crew rosters and appropriate action that can be taken to resolve these problems
- regulatory and organisational requirements, and aviation/transport safety systems relevant to developing crew rosters
- relevant legislations and regulations in relation to:
 - conditions of service, award, enterprise bargaining agreement and other industrial arrangements
 - privacy
- shift crewing and rostering quality assurance procedures
- WHS and environmental protection legislation
- workplace relations and equal employment opportunity policies.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIL0003 Manage a check-in queue

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 a check-in queue in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes organising a queue, combing a queue for passengers requiring urgent service, providing information and special assistance to passengers in a queue, and responding to queries from queued passengers.

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

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

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 Organise queue | <p>1.1 Queue is organised using appropriate signage, barriers and other resources in accordance with workplace procedures</p> <p>1.2 Breaches of queue protocol are identified and appropriate action taken to advise passengers concerned of service procedures to be followed</p> <p>1.3 Queue progress is monitored and appropriate action taken to adjust servicing resources or to reorganise queue in situations where queue becomes excessively long, short or requires reorganisation due to late boarding passengers</p> |
| 2 Comb queue for passengers requiring urgent or express service | <p>2.1 Queue is combed at appropriate times to identify passengers who have priority need for rapid check-in in accordance with workplace procedures</p> <p>2.2 Passengers identified as having priority need for check-in are moved to head of the queue</p> <p>2.3 Passengers without baggage are directed to proceed to express check-in or gate customer service desk</p> <p>2.4 Appropriate explanations are provided to other passengers in queue about reasons for priority service</p> |
| 3 Provide information and assistance to passengers in queue | <p>3.1 Passengers are provided with relevant information on queuing arrangements and boarding progress using public address systems and other communications systems in accordance with workplace procedures</p> <p>3.2 Information is provided to individual passengers on matters relevant to their check-in</p> <p>3.3 Passengers are provided appropriate information on delays and cancelled or re-organised flight progress using public address systems and other communications systems in accordance with workplace procedures</p> <p>3.4 Passengers who require specific assistance are identified and assisted as required in accordance with workplace procedures</p> |
| 4 Respond to queries from queue members | <p>4.1 Queries from passengers in a queue are received and interpreted in accordance with workplace customer</p> |

service standards

- 4.2 Appropriate responses are given to passenger enquiries in accordance with workplace procedures
- 4.3 Passenger queries requiring detailed knowledge or additional information are referred to an appropriate supervisor or other staff for appropriate action

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 AVIL2001 Manage a check-in queue.

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>

Assessment Requirements for AVIL0003 Manage a check-in queue

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- using queuing resources, including:
 - fixed barriers
 - portable barriers
 - public address systems
 - queuing carpets
 - signs
 - two-way radios and mobile phones
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airline standards and procedures for managing a check-in queue
- baggage check-in limits and requirements
- passenger identification requirements
- principles of customer service
- problems that may occur when communicating with passengers during check-in procedures and appropriate action that should be taken in each case
- relevant equal opportunity and anti-discrimination regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and check-in procedures
- relevant WHS procedures and regulations
- resources and equipment used during queue management, including:
 - fixed barriers
 - portable barriers
 - public address systems
 - queuing carpets
 - signs
 - two-way radios and mobile phones
- risks that exist when communicating with passengers during check-in procedures and related risk control procedures and precautions
- workplace procedures for providing appropriate assistance and advice to passengers awaiting check-in for an aircraft flight.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIL0004 Complete aircraft dispatch duties

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.

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 Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Board passengers

- 1.1** Hazards are identified, risks are assessed and hazard management implemented
- 1.2** On boarding announcement, passengers are greeted at the gate and their boarding passes are checked manually or electronically
- 1.3** Passenger details are added to passenger list, loading sheet and their boarding pass in accordance with manual processes
- 1.4** Passenger boarding pass is returned on confirmation in accordance with computerised processes
- 1.5** Appropriate action is taken in consultation with passenger to resolve boarding pass problems
- 1.6** Passenger is referred to appropriate customer service staff when boarding pass problem cannot be readily resolved
- 1.7** Passenger cabin baggage is monitored for size and weight and is checked with the aid of a cabin baggage size gauge
- 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
- 1.9** Passengers are directed to aircraft via aerobridge/aircraft stairs in accordance with type of aircraft and airport facility

2 Communicate with flight crew

- 2.1** Appropriate communications are maintained with senior cabin/flight crew on aircraft to facilitate smooth and timely boarding of passengers
- 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
- 2.3** Once provisional load sheet has been signed by pilot in command (PIC), a copy is retained in accordance with workplace procedures

- 3 Dispatch aircraft**
- 3.1** On closing of aircraft door, authority is given to retract aerobridge/stairs
 - 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIL3002 Complete aircraft dispatch duties.

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>

Assessment Requirements for AVIL0004 Complete aircraft dispatch duties

Modification History

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 elements, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others when completing aircraft dispatch duties
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- aircraft dispatch problems and appropriate action that should be taken in each case, including:
 - 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
- airline on-time performance standards
- baggage check-in limits and requirements
- check-in records/documentation
- methods to identify and resolve unlawful interference with aviation relevant to aircraft dispatch duties, including:
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- policies and procedures concerning oversize/overweight cabin baggage
- principles of customer service
- procedures for assisting passengers with specific needs
- relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- relevant personnel to consult during dispatch, including:
 - 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 (PIC)
- supervisors and managers
- technical staff
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for passenger handling and aircraft dispatch procedures
- relevant WHS, hygiene and environmental procedures and regulations
- risks that exist when completing aircraft dispatch duties and related risk control procedures and precautions
- workplace standards and procedures for completing aircraft dispatch duties.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVIL0005 Plan an aircraft load

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 plan an aircraft load in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes gathering data on aircraft load, reviewing and analysing data, preparing load plans, and completing and processing required documentation.

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

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

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 Gather data on aircraft load

1.1 Data required to plan aircraft load is collected using appropriate techniques and technology in accordance with workplace procedures and regulatory requirements

1.2 Relevant people are consulted about acceptance of freight for air transport

1.3 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements

2 Review and analyse data

2.1 Collected data is reviewed using manual or computer techniques in accordance with workplace procedures and regulatory requirements

2.2 Appropriate consideration of aircraft destination, time, weather, duration of flight, mix of load, aircraft fuel weight and other relevant parameters is included in analysis of data

3 Prepare load plan

3.1 An appropriate load plan is prepared using manual or computerised techniques for aircraft concerned in accordance with workplace procedures, aircraft loading manual and relevant regulatory requirements

3.2 Hazards are identified, risks are assessed and hazard management implemented

3.3 Aircraft trim and balance requirements are provided for in prepared load plan in accordance with the relevant aircraft loading manual

4 Complete and process required documentation

4.1 Relevant documentation is prepared and signed in accordance with workplace procedures and regulatory requirements

4.2 Documentation is processed and dispatched to relevant personnel in accordance with workplace procedures, local airport instructions and relevant 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIL3003 Plan an aircraft load.

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>

Assessment Requirements for AVIL0005 Plan an aircraft load

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- types of freight, including:

- allowable dangerous goods
- diplomatic items
- fragile goods
- general freight
- hazardous materials
- human remains
- live freight
- loose freight
- mail/express
- passenger baggage
- perishable goods
- valuables
- aircraft load characteristics, including:
 - density
 - marking and labelling
 - restraint criteria required
 - segregation requirements
 - size
 - weight
- aircraft load planning factors, including:
 - aircraft load capacity allowable
 - centre of gravity
 - emergency exits and safety equipment access
 - cargo loading order
 - hazardous materials and dangerous goods
- characteristics and ways of identifying various types of dangerous goods
- documentation requirements for transporting appropriate dangerous goods by air
- problems that may occur when planning an aircraft load and appropriate action that should be taken in each case
- relevant WHS and environmental procedures and regulations
- relevant international, national and enterprise regulatory requirements for transporting dangerous goods by air
- hazards, including:
 - contamination of, or from, materials being handled
 - dust/vapours
 - hazardous or dangerous materials
 - spill, leakages and ruptures
- relevant people, including:
 - customers
 - dangerous goods experts and advisors

- experts and advisors on transporting animals and livestock
- experts on other special categories of air freight
- flight crew
- other members of the work team/s
- perishable goods experts and advisors
- supervisors and managers
- technical staff
- risks that exist when planning an aircraft load and related risk control procedures and precautions
- safety principles for planning an aircraft load
- workplace procedures for planning an aircraft load.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVIL0006 Assess pavement concessions

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 assess pavement concessions in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes receiving and evaluating requests for pavement concession, conducting an analysis of overload significance, and communicating and documenting the outcomes of a pavement concession request.

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.

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 Receive a request for pavement concession | <p>1.1 Request for a pavement concession for a specific airport is received from an aircraft operator and interpreted in accordance with workplace procedures and regulatory requirements</p> <p>1.2 Airport pavement classification number for the airport concerned is established through reference to En Route Supplement Australia (ERSA)</p> |
| 2 Evaluate a request for pavement concession | <p>2.1 Specifications for aircraft concerned are accessed and interpreted to establish aircraft classification number</p> <p>2.2 Comparison is made between airport pavement classification number and aircraft classification number</p> <p>2.3 Where aircraft classification number is less than or equal to airport pavement classification number, pavement concession is issued</p> <p>2.4 Where aircraft classification number is more than airport pavement classification number, a more detailed analysis of overload significance is carried out in accordance with workplace procedures and regulatory requirements</p> |
| 3 Conduct an analysis of overload significance | <p>3.1 Relevant information required for an assessment of overload significance of pavement concession request is obtained from relevant sources</p> <p>3.2 Reference is made to pavement concession manual to conduct an assessment of overload significance</p> <p>3.3 Hazards are identified, risks are assessed and hazard management implemented</p> <p>3.4 Potential impact of pavement overload is established and an appropriate decision made to either issue a concession, decline a concession or issue a conditional concession, in accordance with workplace procedures and regulatory requirements</p> |
| 4 Communicate outcomes of a pavement concession request | <p>4.1 Outcomes of decision on a pavement concession request is communicated to aircraft operator in accordance with workplace procedures and regulatory requirements</p> <p>4.2 Details of conditional concessions issued are</p> |

communicated to operator in accordance with workplace procedures and regulatory requirements

5 Document outcomes of a pavement concession request

5.1

Outcomes of decision on a pavement concession request, including details of applicable conditions, are documented in accordance with workplace procedures and regulatory requirements

5.2

Documented pavement concession request decisions are filed and processed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIL3004 Assess pavement concessions.

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>

Assessment Requirements for AVIL0006 Assess pavement concessions

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified pavement concession hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- aerodrome operating procedures
- aircraft specifications
- problems that may occur when assessing requests for pavement concessions and action that should be taken in each case
- relevant information required for an assessment of overload significance of a pavement concession request, including:
 - aircraft tyre pressure
 - aircraft weight
 - frequency of aircraft operations at airport concerned
 - pavement temperature at airport concerned
 - time of aircraft arrival
- procedures for assessing a request for a pavement concession
- conditions on a concession, including:
 - following specified routes when taxiing at airport concerned
 - operating and parking in restricted areas of airport concerned
 - operating on lower tyre pressures
 - turning on a particular node
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for aerodrome operations and assessing pavement concessions
- relevant sections of En Route Supplement Australia (ERSA) for assessing requests for pavement concessions
- safety hazards and risks that exist when assessing requests for pavement concessions, and related risk control procedures and precautions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVILIC0003 Licence to operate a commercial aeroplane

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 obtain a commercial pilot licence (aeroplane) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It addresses the following competency standards in the Civil Aviation Safety Regulations (CASRs) Part 61 Manual of Standards Instrument:

Common standards

- communicating in the aviation environment
- perform pre- and post-flight actions and procedures
- operate aeronautical radio
- manage fuel
- manage passengers and cargo
- non-technical skills 1 (manage a safe flight)
- non-technical skills 2 (recognise, direct and manage threats and errors).

Navigation and instrument flying standards

- navigate aircraft
- radio navigation en route
- full instrument panel manoeuvres
- limited instrument panel manoeuvres
- operate at a controlled aerodrome
- operate at non-towered aerodromes
- operate in controlled airspace
- operate in Class G airspace.

Aircraft rating standards: aeroplane category

- control aeroplane on the ground
- take-off aeroplane
- control aeroplane in normal flight
- land aeroplane
- aeroplane advanced manoeuvres
- manage abnormal situations – single engine aeroplanes.

This unit addresses aviation non-technical skills and knowledge requirements (mental, social and personal-management abilities) for commercial pilots and contributes to safe and effective

performance in complex aviation operational environments.

This unit also addresses aviation technical skills and knowledge requirements (physical, mental and task-management abilities) related to commercial pilot duties and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial or 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.

Pre-requisite Unit

Not applicable.

Competency Field

LIC – Licensing

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate in an aviation environment

2 Perform pre- and post-flight actions and procedures

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Effective face-to-face communication techniques are applied in accordance with general English language principles

1.2 Aeronautical radio is operated using appropriate operational communication aviation phraseology and terminology

2.1 Pre-flight actions and procedures are completed

2.2 Pre-flight inspection is performed

- 2.3 Post-flight actions and procedures are completed
 - 3 **Operate aeronautical radio**
 - 3.1 Radio equipment is operated
 - 3.2 Radiotelephone equipment malfunctions are managed
 - 3.3 Aircraft transponder is operated during normal, abnormal and emergency situations
 - 4 **Manage fuel**
 - 4.1 Fuel plan requirements are determined
 - 4.2 Fuel system is managed
 - 4.3 Aircraft refuelling procedures are correctly completed
 - 5 **Manage passengers and cargo**
 - 5.1 Passengers are managed
 - 5.2 Passengers are aided and assisted as required
 - 5.3 Cargo is managed
 - 6 **Manage a safe flight**
 - 6.1 Effective lookout is maintained
 - 6.2 Situational awareness is maintained
 - 6.3 Situations are assessed and effective decisions made
 - 6.4 Task priorities are set and tasks managed
 - 6.5 Effective communications and interpersonal relationships are maintained
 - 7 **Recognise, direct and manage threats and errors**
 - 7.1 Threats are recognised and managed
 - 7.2 Errors are recognised and managed
 - 7.3 Undesired aircraft states are recognised and managed
 - 8 **Navigate aircraft**
 - 8.1 Documents and flight plans are prepared
 - 8.2 Airspace procedures are complied with while navigating
 - 8.3 Departure procedures are conducted
 - 8.4 Aircraft is navigated en route to waypoint or destination

- 8.5** Aircraft is navigated at low level and in reduced visibility
 - 8.6** Lost procedure is performed as required
 - 8.7** Diversion procedure is performed as required
 - 8.8** Instrument navigation systems are used to navigate under visual flight rules (VFR) or instrument flight rules (IFR)
 - 8.9** Arrival procedures are executed
- 9 Control aeroplane on the ground**
 - 9.1** Aircraft engine is started and stopped
 - 9.2** Aeroplane is taxied
- 10 Take-off aeroplane**
 - 10.1** Pre-take-off procedures are carried out
 - 10.2** Aeroplane take-off is conducted
 - 10.3** Cross-wind aeroplane take-off is conducted
 - 10.4** After take-off procedures are carried out
 - 10.5** Short field aeroplane take-off is performed using appropriate procedures
- 11 Control aeroplane in normal flight**
 - 11.1** Aeroplane is climbed
 - 11.2** Straight and level flight is maintained
 - 11.3** Aeroplane is descended
 - 11.4** Aeroplane is turned
 - 11.5** Aeroplane is controlled at slow speeds
 - 11.6** Aeroplane circuits and approaches are performed
 - 11.7** Local area airspace procedures are confirmed as required and applied
- 12 Land aeroplane**
 - 12.1** Aeroplane is landed
 - 12.2** Cross-wind aeroplane landing is conducted
 - 12.3** Missed approach is conducted

- 12.4** Recovery from missed landing is performed
- 12.5** Short field aeroplane landing is performed using appropriate procedures
- 13 Perform advanced manoeuvres**
- 13.1** Stall conditions are entered and recovered, including incipient spin, stall without power applied, stall from straight and level, stall in approach configuration, stall while turning, and stall with full power applied, or stall while climbing, or stall while descending
- 13.2** Incipient spin recovery is conducted
- 13.3** Aeroplane is turned steeply
- 13.4** Aeroplane is side-slipped, when permitted
- 14 Operate using full instrument panel**
- 14.1** Serviceability of flight instruments and instrument power sources is determined and monitored
- 14.2** Full instrument panel manoeuvres are performed
- 14.3** Upset situations and unusual aircraft attitude recovery is performed using full instrument panel
- 15 Operate using limited instrument panel**
- 15.1** Attitude indicator and stabilised heading indicator failures are recognised
- 15.2** Limited instrument panel manoeuvres are performed
- 15.3** Upset situations and unusual aircraft attitude recovery is performed using limited instrument panel
- 15.4** Visual flight is re-established
- 16 Navigate using radio navigation aids and systems**
- 16.1** Radio navigation systems are operated and monitored
- 16.2** Aircraft is navigated using navigation aids and systems
- 17 Operate at non-towered aerodromes**
- 17.1** Preparations for non-towered aerodrome operations are conducted
- 17.2** Aircraft is taxied at non-towered aerodrome or landing area
- 17.3** Non-towered aerodrome or landing area departure is performed

- 17.4** Non-towered aerodrome or landing area arrival is performed
- 18 Operate in Class G airspace**
- 18.1** Aircraft is operated in Class G airspace
- 18.2** Appropriate tolerances are applied and maintained
- 18.3** Aircraft radio procedures are implemented as required
- 18.4** Operations are conducted in accordance with suitable charts
- 18.5** Appropriate actions are performed in abnormal operations and emergencies
- 19 Operate at a controlled aerodrome**
- 19.1** Preparations for controlled aerodrome operations are conducted
- 19.2** Aircraft is taxied at controlled aerodrome
- 19.3** Controlled aerodrome departure is performed
- 19.4** Controlled aerodrome arrival and landing are performed
- 20 Operate in controlled airspace**
- 20.1** Aircraft is operated in controlled airspace
- 20.2** Airways clearance requirements are complied with
- 20.3** Tracking and altitude tolerances are maintained when operating on an airway clearance
- 20.4** Separation standards are applied between instrument and visual flights within controlled airspace
- 20.5** Appropriate abnormal and emergency response actions are implemented as required
- 20.6** Air traffic control (ATC) directions, instructions and requirements are adhered to within controlled airspace

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 AVILIC0001 Licence to operate a commercial aeroplane.

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>

Assessment Requirements for AVILIC0003 Licence to operate a commercial aeroplane

Modification History

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 and on at least one occasion and include:

- applying competence as a commercial pilot within flight tolerance standards specified by the appropriate licence authority
- applying competence in an aeroplane capable of the following characteristics:
 - cruise true airspeed of not less than 120 knots
 - fitted with one of the following powerplants:
 - turbine engine with propeller
 - piston engine with variable pitch propeller
- conducting airspace operations in:
 - class G airspace
 - controlled aerodrome
 - controlled airspace
 - non-towered aerodrome.

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:

- aircraft loading systems
- aircraft performance and landing calculations
- aircraft speed limitations
- aircraft systems
- applicability of drug and alcohol regulations
- classification of operations
- commercial pilot licence (CPL) maintenance authorisations
- day visual flight rules (VFR) commercial aircraft instrument requirements
- emergency equipment requirements
- flight and duty time limits

- fuel planning and oil requirements for the flight
- global navigation satellite system (GNSS) and its use in VFR navigation
- loading and unloading fuel
- managing cargo and passengers
- normal and non-normal operation of the propeller system fitted to flight test aeroplane
- privileges and limitations of a CPL with aeroplane category rating
- requirements for an Air Operator's Certificate (AOC)
- requirements for landing areas and aerodromes
- type of information contained in an operations manual.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVILIC0004 Licence to operate a commercial helicopter

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 obtain a commercial pilot licence (helicopter) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It addresses the following competency standards in the Civil Aviation Safety Regulations (CASRs) Part 61 Manual of Standards Instrument:

Common standards

- communicating in the aviation environment
- perform pre- and post-flight actions and procedures
- operate aeronautical radio
- manage fuel
- manage passengers and cargo
- non-technical skills 1 (manage a safe flight)
- non-technical skills 2 (recognise, direct and manage threats and errors).

Navigation and instrument flying standards

- radio navigation – en route
- full instrument panel manoeuvres
- limited instrument panel manoeuvres
- operate at a controlled aerodrome
- operate at non-towered aerodrome
- operate in controlled airspace
- operate in Class G airspace.

Aircraft rating standards: helicopter category

- control helicopter on the ground
- control helicopter in lift-off, hover and landing
- taxi helicopter
- take-off helicopter and approach to hover
- control helicopter in normal flight
- control helicopter during advanced manoeuvres
- manage abnormal situations and emergencies – helicopter.

This unit addresses aviation non-technical skills and knowledge requirements (mental, social and personal-management abilities) related to commercial pilot duties and contributes to safe and

effective performance in complex aviation operational environments.

This unit addresses aviation technical skills and knowledge requirements (physical, mental and task-management abilities) related to commercial pilot duties and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial or 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.

Pre-requisite Unit

Not applicable.

Competency Field

LIC – Licensing

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate in an aviation environment

2 Perform pre- and post-flight actions and procedures

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Effective face-to-face communication techniques are applied in accordance with general English language principles

1.2 Aeronautical radio is operated using appropriate operational communication aviation phraseology and terminology

2.1 Pre-flight actions and procedures are completed

2.2 Pre-flight inspection is performed

- 2.3 Post-flight actions and procedures are completed
 - 3 **Operate aeronautical radio**
 - 3.1 Radio equipment is operated
 - 3.2 Radiotelephone equipment malfunctions are managed
 - 3.3 Aircraft transponder is operated during normal, abnormal and emergency situations
 - 4 **Manage fuel**
 - 4.1 Fuel plan requirements are determined
 - 4.2 Fuel system is managed
 - 4.3 Aircraft refuelling procedures are correctly completed
 - 5 **Manage passengers and cargo**
 - 5.1 Passengers are managed
 - 5.2 Passengers are aided and assisted as required
 - 5.3 Cargo is managed
 - 6 **Manage a safe flight**
 - 6.1 Effective lookout is maintained
 - 6.2 Situational awareness is maintained
 - 6.3 Situations are assessed and effective decisions made
 - 6.4 Task priorities are set and tasks managed
 - 6.5 Effective communications and interpersonal relationships are maintained
 - 7 **Recognise, direct and manage threats and errors**
 - 7.1 Threats are recognised and managed
 - 7.2 Errors are recognised and managed
 - 7.3 Undesired aircraft states are recognised and managed
 - 8 **Navigate aircraft**
 - 8.1 Documents and flight plans are prepared
 - 8.2 Airspace procedures are complied with while navigating
 - 8.3 Departure procedures are conducted
 - 8.4 Aircraft is navigated en route to waypoint or destination

- 8.5** Aircraft is navigated at low level and in reduced visibility
 - 8.6** Lost procedure is performed as required
 - 8.7** Diversion procedure is performed as required
 - 8.8** Instrument navigation systems are used to navigate under visual flight rules (VFR) or instrument flight rules (IFR)
 - 8.9** Arrival procedures are executed
- 9 Control helicopter on the ground**
 - 9.1** Engine is started and stopped
 - 9.2** Rotor is engaged and stopped
 - 9.3** Main rotor disc and anti-torque system are controlled
- 10 Control helicopter in lift-off, hover and landing**
 - 10.1** Aircraft is lifted off to hover and hover checks are performed
 - 10.2** Helicopter is hovered in cross and tail wind conditions
 - 10.3** Turns around the mast are performed
 - 10.4** Turns around the nose and tail are performed
 - 10.5** Sideways and backwards flight manoeuvres are performed
 - 10.6** Aircraft is landed from the hover
 - 10.7** Mishandled landings are managed
 - 10.8** Mishandled lift offs are managed
- 11 Taxi helicopter**
 - 11.1** Air taxiing manoeuvres are performed
 - 11.2** Air transiting manoeuvres are performed
- 12 Take-off helicopter and approach to hover**
 - 12.1** Pre-take-off checks are carried out
 - 12.2** Aircraft take-off is performed
 - 12.3** Approach to hover is performed

- 12.4** Go-around procedure is performed
- 13 Control helicopter in normal flight**
- 13.1** Helicopter is climbed while maintaining indicated airspeed (IAS) for cruise climb and best angle of climb (V_x) or best rate of climb (V_y)
- 13.2** Straight and level flight is maintained
- 13.3** Helicopter in descent is conducted under varying combinations of direction, speed and aircraft configuration
- 13.4** Helicopter is turned from a known heading to a nominated heading, track or geographical feature
- 13.5** Helicopter is controlled at any speed within approved flight envelope
- 13.6** Helicopter circuits and approaches are performed
- 13.7** Airspace requirements are complied with
- 14 Control helicopter during advanced manoeuvres**
- 14.1** Helicopter is turned steeply through level flight and descending flight profiles
- 14.2** Autorotative flight is performed
- 14.3** Helicopter is landed on and lifted off sloping ground
- 14.4** Helicopter is landed, manoeuvred and taken off within confined areas
- 14.5** Limited power take-off, approach and landings are executed
- 15 Manage abnormal situations and emergencies**
- 15.1** Forced landing from level flight, after take-off or on approach is managed
- 15.2** Engine failure at the hover or during taxi is managed
- 15.3** Tail rotor malfunction is managed
- 15.4** Jammed flight control system is managed
- 15.5** Flight in adverse aerodynamic conditions is managed
- 15.6** Helicopter operating system malfunction is managed

- | | |
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| 16 Operate using full instrument panel | 16.1 Serviceability of flight instruments and instrument power sources is determined and monitored |
| | 16.2 Full instrument panel manoeuvres are performed |
| | 16.3 Upset situations and unusual aircraft attitude recovery is performed using full instrument panel |
| 17 Operate using limited instrument panel | 17.1 Attitude indicator and stabilised heading indicator failures are recognised |
| | 17.2 Limited instrument panel manoeuvres are performed |
| | 17.3 Upset situations and unusual aircraft attitude recovery is performed using limited instrument panel |
| | 17.4 Visual flight is re-established |
| 18 Navigate using radio navigation aids and systems | 18.1 Radio navigation systems are operated and monitored |
| | 18.2 Aircraft is navigated using navigation aids and systems |
| 19 Operate at non-towered aerodromes | 19.1 Preparations for non-towered aerodrome operations are conducted |
| | 19.2 Aircraft is taxied at non-towered aerodrome or landing area |
| | 19.3 Non-towered aerodrome or landing area departure is performed |
| | 19.4 Non-towered aerodrome or landing area arrival is performed |
| 20 Operate in Class G airspace | 20.1 Aircraft is operated in Class G airspace |
| | 20.2 Appropriate tolerances are applied and maintained |
| | 20.3 Aircraft radio procedures are implemented as required |
| | 20.4 Operations are conducted in accordance with suitable charts |
| | 20.5 Appropriate actions are performed in abnormal operations and emergencies |
| 21 Operate at a controlled | 21.1 Preparations for controlled aerodrome operations are |

| | |
|--|---|
| aerodrome | conducted |
| | 22.2 Aircraft is taxied at controlled aerodrome |
| | 23.3 Controlled aerodrome departure is performed |
| | 24.4 Controlled aerodrome arrival and landing are performed |
| 22 Operate in controlled airspace | 22.1 Aircraft is operated in controlled airspace |
| | 22.2 Airways clearance requirements are complied with |
| | 22.3 Tracking and altitude tolerances are maintained when operating on an airway clearance |
| | 22.4 Separation standards are applied between instrument and visual flights within controlled airspace |
| | 22.5 Appropriate abnormal and emergency response actions are implemented as required |
| | 22.6 Air traffic control (ATC) directions, instructions and requirements are adhered to within controlled airspace |

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 AVILIC0002 Licence to operate a commercial helicopter.

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>

Assessment Requirements for AVILIC0004 Licence to operate a commercial helicopter

Modification History

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:

- applying competence as a commercial pilot within flight tolerance standards specified by the appropriate licence authority
- conducting airspace operations in:
 - class G airspace
 - controlled aerodrome
 - controlled airspace
 - non-towered aerodrome.

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:

- aircraft loading systems
- aircraft performance and landing calculations
- aircraft speed limitations
- aircraft systems
- applicability of drug and alcohol regulations
- classification of operations
- commercial pilot licence (CPL) maintenance authorisations
- day visual flight rules (VFR) commercial aircraft instrument requirements
- emergency equipment requirements
- flight and duty time limits
- fuel planning and oil requirements for the flight
- global navigation satellite system (GNSS) and its use in VFR navigation
- loading and unloading fuel
- managing cargo and passengers
- privileges and limitations of a CPL with helicopter category rating
- requirements for an Air Operator's Certificate (AOC)

- requirements for landing areas and aerodromes
- type of information contained in an operations manual.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIM0003 Conduct aeronautical knowledge training and flight training

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 conduct aeronautical knowledge training and flight training in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning training, conducting aeronautical knowledge training and conducting pre-flight briefings. It also includes conducting airborne training, conducting post-flight briefings and completing post-training administration.

This unit addresses aviation non-technical skill requirements (mental, social, and personal-management abilities) for flight instructor personnel that complement the technical skills of the individual and contributes to safe and effective performance in flight training environments.

Flight instruction operations are conducted as part of recreational, commercial and/or military activities across a variety of operational contexts within the Australian aviation industry.

Work may be performed independently or under limited supervision as a single instructor or within a multi-crew environment.

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

Flight training for licences and ratings is conducted under a Part 141 or Part 142 operator certificate with the relevant training specification in accordance with holder's operations manual.

Pre-requisite Unit

Not applicable.

Competency Field

M – Training and Assessment

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan training

2 Conduct aeronautical knowledge training

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Confirm trainee readiness for proposed training through review of training records to establish their competency status
 - 1.2 Training objectives based on performance criteria are identified
 - 1.3 Required knowledge is identified relevant to the instructional period to confirm trainee understanding
 - 1.4 Appropriate training methods to facilitate training objectives and knowledge transfer are selected
 - 1.5 Threat and error management (TEM) principles are applied within ground-based instructional periods
 - 1.6 Potential threats and errors are identified within airborne instructional periods, including those associated with the simulation of abnormal or emergency procedures, aircraft mishandling by trainee, and identifying suitable mitigators
 - 1.7 Appropriate ground, simulation or airborne training resources are selected
 - 1.8 Availability and serviceability of required facilities, equipment, training aids, reference material and training aircraft or devices is confirmed
- 2.1 Learning environment and motivation suitable to trainee characteristics is established
 - 2.2 Materials are presented
 - 2.3 Training objectives are stated

- 2.4** Lesson plan is followed and modified as required to achieve training objectives and to transfer of knowledge
- 2.5** New knowledge is linked to previous knowledge and is presented in a meaningful and logical framework
- 2.6** Training aids are used to illustrate and enhance explanations
- 2.7** Accurate technical knowledge is presented clearly and to the required standard
- 2.8** Opportunities for trainee participation and practise are provided
- 2.9** Applicable TEM issues are discussed
- 2.10** Trainee ability to apply TEM principles to the material presented is confirmed
- 2.11** Achievement of training objectives is confirmed by questioning, review and other suitable methods
- 2.12** Feedback on trainee performance is provided
- 2.13** Trainee self-assessment skills are developed

- 2.14** Training objectives are completed in time available
- 2.15** Training is conducted effectively and safely
- 3 Conduct pre-flight briefing**
- 3.1** Trainee mental and physical preparation for flight training is confirmed
- 3.2** Trainee knowledge required for flight exercise is checked
- 3.3** Trainee is briefed on training objectives, performance criteria and assessment requirements, and actions required during a flight
- 3.4** Trainee is briefed on how flight will be conducted to meet training objectives
- 3.5** TEM issues applicable to proposed flight are discussed with trainee and trainee responsibility for managing relevant TEM issues (airmanship) is confirmed
- 3.6** Trainee understanding of training outcomes, knowledge evidence relevant to outcomes, aircraft handling techniques and planned flight sequences is confirmed
- 4 Conduct airborne training**
- 4.1** Aircraft control handover/takeover procedures are explained and implemented
- 4.2** Instructions and explanations are provided in a clear, concise, systematic and timely manner

- 4.3 Tasks are introduced in manageable portions while being aware of trainee overload
 - 4.4 Tasks are demonstrated to trainee and performed to specified standards through coordinated control inputs, without abrupt manoeuvring, using accepted handling techniques and appropriate instructional techniques
 - 4.5 Trainee is directed through task performance using appropriate levels of information, explanation and feedback consistent with trainee progress
 - 4.6 Trainee is monitored through task performance using appropriate levels of information, explanation and feedback consistent with trainee progress
 - 4.7 Segmented tasks are integrated progressively in accordance with established workplace procedures
 - 4.8 Interventions are made as required to assist trainee progress or to maintain flight safety
 - 4.9 Trainee is provided with sufficient opportunity to practise techniques through assisted and unassisted practice sequences
 - 4.10 Trainee cognitive load is assessed, monitored and managed throughout training sequences
- 5 Conduct post-flight briefing**
- 5.1 Trainee is encouraged to self-assess performance against the required performance criteria
 - 5.2 Significant details of the trainee's performance are described clearly and accurately, and the trainee's achievement assessed against the training outcomes for the lesson and associated performance criteria

- 5.3 Deficiencies in performance are identified and remedial actions and training suggested
 - 5.4 TEM issues encountered during flight training activities are discussed
 - 5.5 Trainee is briefed on the details of the next required training exercise if necessary
- 6 Complete post-training administration**
- 6.1 Achievement, or otherwise, of competency and any remedial training required are recorded and content of the next required training exercise identified
 - 6.2 Administration procedures required for issue of an endorsement or military equivalent are completed where applicable
 - 6.3 Relevant stakeholders are informed of the trainee's performance and results where required
 - 6.4 Effectiveness of training is reviewed and any adjustments to delivery, presentation and content for improvement are identified and discussed with appropriate stakeholders

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 not equivalent to AVIM5002 Conduct aeronautical knowledge training.

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>

Assessment Requirements for AVIM0003 Conduct aeronautical knowledge training and flight training

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- achieving transfer of knowledge and training objectives
- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- adhering to pilot in command (PIC) responsibilities
- anticipating the need for alternative actions
- applying appropriate level of responsibility for trainee progress and welfare
- applying crew resource management (CRM) principles applicable to flight training and the role of the instructor in assisting the trainee to develop these skills
- applying precautions and required action to minimise, control or eliminate identified training hazards
- applying relevant aeronautical knowledge
- applying situational awareness and methods of developing and monitoring trainee situational awareness skills in terms of:
 - monitoring current environmental factors
 - evaluating their possible effects on the flight
 - anticipating the need for alternative actions
 - assessing learning and performance
 - communicating effectively with others
 - completing relevant documentation
- conducting briefings and debriefings with a representative range of trainees
- conducting timely assessment of learning and performance
- debriefing significant details of trainee performance including any threat and error management (TEM) issues encountered
- demonstrating flight instructor role modelling
- demonstrating procedures and manoeuvres to the required skill level while giving effective flight instruction
- developing an appropriate lesson plan based on performance/assessment of training objectives
- developing an appropriate training plan that includes threat and error management (TEM)

- evaluating instructional effectiveness and developing strategies for continuous improvement
- identifying and correctly using relevant equipment
- identifying errors in performance of flight manoeuvres readily, and suggesting a variety of effective strategies for improvement
- identifying potential threats and errors, including those associated with simulation of abnormal or emergency procedures or aircraft mishandling by trainee, and planning suitable countermeasures
- implementing CRM principles in flight training and instructor role when assisting trainee to develop skills
- implementing handover/takeover procedures for control of aircraft
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- intervening as required to assist trainee progress or to maintain flight safety
- maintaining and reviewing assessment records and trainee progress
- maintaining levels of situational awareness and methods of developing and monitoring trainee situational awareness
- maintaining situational awareness while providing instruction
- managing an environment that fosters learning and performance
- modifying activities depending on workplace contingencies, situations and environments
- monitoring current environmental factors
- monitoring work activities in terms of planned schedule
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recording and debriefing training events
- recording results for flight and post-flight administration in accordance with workplace procedures
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- reviewing and reflecting on instructional performance
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- adult learning principles
- adult learning issues
- application of instructional principles to airborne instruction

- appropriate use of scenario-based training in flight instruction
- application of risk management principles to emergency procedure simulations in flight
- attributes of effective learning outcomes:
 - achievable
 - observable
 - measurable
- advantages and disadvantages of guided discussion
- advantages and disadvantages of various teaching methods
- barriers to effective communication:
 - lack of common experience
 - confusion
 - abstractions
- behavioural (performance-based) outcomes and purpose in flight training
- communication process factors:
 - source
 - symbols
 - receiver
 - communication barriers
 - monitoring whether communication has been achieved
- CRM principles
- checklists for single pilot or multi-crew operations as required
- cognitive basis of airmanship, situational awareness, captaincy, prioritisation, load shedding and decision making
- common trainee errors and suggested suitable remedial instruction
- emergency procedures
- debriefing and feedback techniques
- effective use of a course of training, curricula/syllabus and lesson plans
- factors that hinder the learning process:
 - rationalisation
 - flight
 - aggression
 - resignation
 - stress levels and impact on learning
 - relationship between perception and understanding
 - positive and negative motivation
 - levels of learning
 - how rate of learning varies with practice
 - transfer and habit formation
 - reinforcement
- flight rules for flight instructor ratings:

- legislation
- privileges and limitations
- fundamentals of instructing, questioning, engaging and motivating learners
- how goal fixation affects good decision making
- how to develop the essential elements of behavioural outcomes:
 - performance (what has to be done)
 - performance criteria
 - conditions
- lesson planning and development:
 - aim/motivation/revision
 - outcomes
 - explanation of principles
 - explanation/demonstration of technique
 - TEM
 - practice
 - review
- learning domains:
 - cognitive (knowledge)
 - affective (attitudes, beliefs and values)
 - psychomotor (physical skills)
- levels of learning:
 - rote
 - understanding
 - application
 - correlation
- memory systems and information processing models:
 - sensory register
 - short-term memory
 - long-term memory
- operational concept of TEM in relation to flight training in terms of:
 - managing threats
 - managing errors
 - managing undesired aircraft state
- positive and negative learning transfer
- principles of flight
- principles of instruction:
 - role of the instructor
 - rote learning, understanding of knowledge and correlation, and application to flight training
- principles of learning:

- adult learning process
- learning as a behavioural change
- sensory perception
- factors affecting perception and understanding
- motivation, positive and negative
- attitudes, discipline and responsibility
- principles of questioning:
 - reasons for questioning
 - characteristics of effective or open questioning techniques
 - oral questions for mental stimulation
 - confirming answers
 - desired qualities of good oral questions
 - procedure to follow when asking
 - key points when handling learner answers and questions
- purpose and use of training aids
- reasons to limit the duration of lessons and desirable duration of a typical lesson
- role of instructor in steps towards skill practice
- role of the instructor for each phase of review and evaluation:
 - fault analysis (diagnosis)
 - competency assessment
 - trainee self-assessment
 - training effectiveness
- steps to the teaching process
- relevant WHS and environmental procedures and regulations
- relevant sections of national and state/territory regulatory requirements and codes of practice
- requirements for completing relevant documentation
- risk management principles applicable to emergency procedure simulations in flight
- role of psychology in flying instruction:
 - satisfaction of human needs
 - defence mechanisms
 - dealing with stress, abnormal reactions to airborne stress situations
 - psychological problems of trainee and experienced pilots
- role of instructor in providing skill practice to trainees:
 - explanation
 - demonstration
 - performance
 - supervision
 - evaluation
- scenario-based training and its advantages in aeronautical knowledge training
- suitable procedures for developing trainee TEM skills

- suitable procedures for making decisions in-flight and for developing trainee decision-making skills
- task prioritisation system to assist the development of trainee task management skills in terms of:
 - aircraft control
 - navigation
 - communication
- teaching methods, including advantages and disadvantages:
 - lecture, theory and skill lessons, guided discussion, briefing
 - behavioural objectives, their importance and formulation
- teaching process:
 - preparation
 - presentation
 - application
 - review and evaluation
- three types of stress likely to affect trainee performance and methods of assisting trainees to cope with stress:
 - physical
 - physiological
 - psychological
- training syllabus and competency-based standards
- use and abuse of teaching aids
- risk management principles to emergency procedure simulations in flight
- instruction, questioning, engaging and motivating learners
- instructor professionalism, including interpersonal skills, implications of being a role-model, self-reflection and self-managed professional development
- learning factors that will affect trainee cognitive load:
 - anxiety
 - apathy
 - fatigue
 - lack of preparation
 - impatience
 - inadequate demonstration
 - inadequate fault analysis
 - inadequate opportunity to practise
 - outside pressures
 - physical discomfort
 - task complexity
 - unreasonable expectations
 - information overload
- operational concept of TEM in relation to flight training in terms of:

- managing errors
- managing threats
- managing undesired aircraft state
- performing and learning complex skills, including cognitive and developmental issues and observational learning
- principles of flight
- principles, purpose and location of controls, monitoring devices and systems
- procedures and strategies for developing trainee TEM skills
- rate of learning, enforced automaticity and the foundations of expertise
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to flight training
- relevant sections of national and state/territory regulatory requirements and codes of practice
- requirements for completing relevant documentation
- task prioritisation system to assist developing trainee task management skills in terms of:
 - aircraft control
 - navigation
 - communication
- techniques for introducing tasks in manageable segments to avoid overloading a trainee and principles for integrating task segments
- training and assessment competency standards
- transfer of control (handover and takeover or follow-through) drills and procedures
- principles and methods of instruction as prescribed in unit FIRC in Schedule 3 of the Manual of Standards (MOS)
- the process of making an objective assessment against a standard;
- provision of evidence of competency in performing as a flight crew member
- terms used in respect of the evidence used to determine an individual's competency against a standard
- the different forms of assessment and application in flight training
- the requirements for assessing consistency of performance of flight crew standards
- the differences in standards for consistency of performance at different licence levels
- the application of the range of variables in making an assessment
- performing and learning complex skills, including cognitive and developmental issues and observational learning;
- the levels of situational awareness and methods of developing and monitoring trainees' situation awareness skills
- rate of learning, enforced automaticity and the foundations of expertise
- instructor professionalism, including interpersonal skills, implications of being a role-model,
- training and assessment standards
- techniques for introducing tasks in manageable segments to avoid overloading a trainee and principles for integrating task segments
- obstacles to learning associated with flight training
- task prioritisation system to assist the development of trainee task management skills
- goal fixation effects on good decision making

- requirements for completing relevant documentation.

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 other simulations
- acceptable means of simulated assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals

relevant and appropriate 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>

AVIM0004 Conduct training for the issue of an endorsement

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 conduct training for the issue of an endorsement in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes developing training and briefing plans, conducting pre- and post-flight briefings, and conducting training. It also includes assessing competence and completing post-training administration.

This unit addresses aviation non-technical skill requirements (physical, mental and task-management abilities) related to training and assessment duties of flight instructors 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

AVIM0003 Conduct aeronautical knowledge training and flight training

Competency Field

M – Training and Assessment

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 Develop training and briefing plans | <p>1.1 Training plan is prepared that identifies each ground briefing and flight exercise required to achieve the standard specified to issue an endorsement or military equivalent</p> <p>1.2 Hazards are identified, risks are assessed and hazard management implemented</p> <p>1.3 Briefing plan is produced that addresses technical and human factors knowledge required to issue an endorsement or military equivalent</p> <p>1.4 Airborne training plan is prepared that identifies the sequence and duration of each flight training exercise required to achieve the standard specified to issue of an endorsement or military equivalent</p> |
| 2 Demonstrate professional knowledge | <p>2.1 Knowledge of competency-based training relevant to training endorsement is demonstrated</p> <p>2.2 Principles and methods of instruction are demonstrated whilst conducting endorsement training</p> <p>2.3 Aeronautical knowledge relevant to training endorsement is demonstrated</p> <p>2.4 Training plan relevant to training endorsement is prepared</p> |
| 3 Conduct pre- and post-flight briefings | <p>3.1 Pre-flight briefing is delivered for each flight identified in the training plan</p> <p>3.2 Pilot under training is debriefed on performance in accordance with established workplace procedures</p> |
| 4 Conduct practical training | <p>4.1 Aeronautical knowledge training is delivered in accordance with prepared training plan</p> <p>4.2 Flight training sequences are conducted to required standards specified in established workplace procedures</p> <p>4.3 Situational awareness is maintained during all phases of flight and instruction</p> |

- 4.4 Threats and errors are managed during all phases of flight and instruction
 - 4.5 Training in upset prevention and recovery is delivered applicable to the aircraft category and type
 - 4.6 Negative learning events are identified and mitigated whilst managing event occurrences
 - 4.7 Pilot under training errors are recognised, ensuring the aircraft is maintained within certified flight envelope or recognise excursion outside the valid training envelope when using synthetic training device to conduct training
- 5 Assess competence**
- 5.1 Pilot under training is assessed against competency standards specified to issue an endorsement or military equivalent
 - 5.2 Pilot under training deficiencies are identified and remedial training is planned as required
- 6 Complete post-training administration**
- 6.1 Pilot under training results are recorded in accordance with established workplace procedures
 - 6.2 Relevant staff are informed of pilot under training performance and results
 - 6.3 Administration procedures required to issue an endorsement or military equivalent are completed in accordance with established 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.

Unit Mapping Information

This unit replaces and is not equivalent to AVIM5005 Conduct training for the issue of an endorsement.

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>

Assessment Requirements for AVIM0004 Conduct training for the issue of an endorsement

Modification History

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)
- adhering to pilot in command (PIC) responsibilities
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying aeronautical knowledge relevant to training endorsement type
- communicating effectively with others
- completing relevant documentation
- conducting briefings and debriefings
- conducting timely assessment of learning and performance
- demonstrating flight instructor role modelling
- evaluating instructional effectiveness and develop strategies for continuous improvement
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing crew resource management (CRM) principles
- implementing threat and error management (TEM) principles
- implementing work health and safety (WHS) procedures and relevant regulations
- including pre-flight briefing for each flight in a training plan covering all aspects of training being undertaken
- intervening as required to maintain flight safety or to assist pilot under training progress
- maintaining situational awareness while providing instruction
- modifying activities depending on workplace contingencies, situations 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
- recording and debriefing training events
- reporting and/or rectifying 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 standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- appropriate methods for analysis and training planning
- assessment of trainee behaviour
- common problems that may occur when conducting training to issue an endorsement or military equivalent, and appropriate action that should be taken in each case
- common risks that exist when conducting training to issue an endorsement
- competency standards for training endorsement
- human performance and limitations factors relevant to training tasks
- lesson planning and development
- preparation of training resources
- principles and methods of instruction
- principles of adult teaching and learning
- principles of assessment
- psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- questioning techniques
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to flight training
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- relevant workplace policies and procedures
- requirements for completing relevant documentation
- self-assessment and evaluation
- training and assessment competency standards.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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 include at least one training endorsement type:

- Grade 1 training endorsement
- Grade 2 training endorsement
- Grade 3 training endorsement (Aeroplane)
- Grade 3 training endorsement (Helicopter)
- Multi-crew pilot training endorsement
- Type rating training endorsement
- Class rating (multi-engine aeroplane) training endorsement
- Design feature training endorsement
- Instrument rating training endorsement
- Night visual flight rules (NVFR) training endorsement
- Night vision imaging system (NVIS) training endorsement
- Low-level rating training endorsement
- Aerial application (day) training endorsement
- Aerial application (night) training endorsement
- Instructor rating training endorsement
- Multi-engine aeroplane class rating instructor training endorsement
- Sling operations training endorsement
- Winch and rappelling training endorsement
- Spinning training endorsement
- Aerobatics training endorsement
- Formation (aeroplane) training endorsement
- Formation (helicopter) training endorsement
- Formation aerobatics training endorsement

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>

AVIM0005 Facilitate non-technical skills instruction

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 facilitate non-technical skills instruction in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Use of this unit outside of aviation training and assessment environments is to be in accordance with relevant regulatory authority requirements and industry standards.

It includes instructing effective lookout procedures, situational awareness techniques, and effective situational awareness and decision making. It also includes instruction of task priority and management, and effective communications and teamwork.

This unit addresses aviation non-technical skill instructional requirements (mental, social, and personal-management abilities) for training personnel that complement the technical skills of the individual and contributes to safe and effective performance in operational environments.

Non-technical skills instruction is conducted as part of recreational, commercial and/or military aviation training 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 and without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

M – Training and Assessment

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 Instruct effective lookout procedures | <p>1.1 Systematic visual scan techniques at a rate determined by traffic density, visibility and terrain are demonstrated and monitored</p> <p>1.2 Radio listening watch procedures are demonstrated and monitored, including interpreting transmissions to determine traffic location and intentions</p> <p>1.3 Airspace clearance procedures are demonstrated and monitored</p> |
| 2 Instruct situational awareness techniques | <p>2.1 Perception of the elements in the environment within a volume of time and space, the comprehension of their meaning and the projection of the status in the near future are described</p> <p>2.2 Methods to monitor, gather and interpret appropriate information from both inside and outside the aircraft are demonstrated</p> <p>2.3 Methods to maintain or regain situational awareness using flight control instruments and systems are demonstrated</p> |
| 3 Instruct effective situational awareness and decision making | <p>3.1 Methods of receiving and processing situational awareness information are demonstrated and monitored</p> <p>3.2 The conversion of information for use within current or future situations is demonstrated and monitored</p> <p>3.3 The generation of decision options are demonstrated, directed and monitored</p> <p>3.4 The analysis of decision options is demonstrated, directed and monitored</p> <p>3.5 The decision outcome is demonstrated and communicated</p> <p>3.6 Evaluation of the decision is demonstrated and monitored for effectiveness</p> |
| 4 Instruct task priority | <p>4.1 Task prioritisation is demonstrated, directed and</p> |

| | |
|---|--|
| and management | monitored |
| | 4.2 Effective task management is demonstrated and monitored |
| 5 Instruct effective communications and teamwork | 5.1 Verbal communications are demonstrated, directed and monitored using appropriate levels of language proficiency |
| | 5.2 Learner interactions are monitored to assess effectiveness of communication techniques and styles |
| | 5.3 Questioning techniques are applied to confirm learner understanding |
| | 5.4 Responses are sought and provided to others in a timely manner |
| | 5.5 Information received is clarified/confirmed, interpreted and accurately communicated or reported with due observation of ethics and protocols required of the operational environment |
| | 5.6 Communication is undertaken in varying situations with culturally diverse, familiar and unfamiliar individuals, teams and crew |
| | 5.7 Appropriate protocols and procedures are followed when using communications systems during routine and contingency aviation operations |

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

No equivalent unit.

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>

Assessment Requirements for AVIM0005 Facilitate non-technical skills instruction

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- accepting responsibility for own instructional performance
- applying relevant knowledge of instructional methods and techniques
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting relevant instructions, regulations, procedures and other information
- instructional methods to manage contingency operations:
 - abnormal situations
 - emergency conditions
- methods of monitoring flight path, aircraft configuration and systems to achieve desired performance using systematic scan techniques
- selecting and using appropriate instruments, displays, communications equipment and aids to support non-technical skills instruction
- using appropriate normal, abnormal and emergency aviation terminology.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- assessment principles, including:
 - validity
 - reliability
 - flexibility
 - fairness
- decision processes, including:
 - receiving information
 - converting information into reality
 - generating options

- analysing options
- making decisions
- definitions, including:
 - airmanship
 - airspace cleared procedure
 - behavioural markers
 - error
 - flight environment
 - formative assessment
 - human factors
 - judgement
 - leadership
 - manage/management
 - non-technical skills
 - safe/safety/safely
 - safest outcome
 - situation awareness
 - stakeholder
 - standard operating procedure (SOP)
 - stress/stressors
 - summative assessment
 - technical skills
 - threat
 - threat and error management
 - undesired aircraft state
 - violation
- dimensions of competency, including:
 - task skills
 - management and contingency skills
 - role skills
 - transfer skills
- human factors that adversely affect communications, including:
 - poor tone or phrasing of communications
 - lack of openness
 - poor reaction to criticism
 - aggressiveness or lack of assertion
 - unwillingness to listen
 - disrespect for others
 - arrogance

- incorrect use of authority
- human factors that adversely affect task management, including:
 - lack of preparation - confusion and disorganisation
 - fatigue - poor decision making and errors
 - discomfort - distraction and fatigue
 - stress - inefficiency and distraction
 - arousal - increased or decreased work cycles
 - distraction - diverted attention and lack of concentration
 - non-use of system automation - increased work
 - destination or task obsession - poor decision making and desire to 'press on'
 - bad health - decreased physical and psychological performance
 - overload - fixation, tunnel vision and broken work cycles
- human performance limitations, including physiological, psychological and ergonomic aspects:
 - fatigue
 - illusion
 - drug and alcohol management
 - general health
 - knowledge of the functions of the eyes and ears
- indicators of human factor deficiencies, including:
 - poor lookout
 - poor situation awareness
 - poor decision making
 - lack of task organisation
 - insufficient communication
 - failure to recognise threats to safety
 - commission of errors
- limitations that affect information processing and decision making, including:
 - time constraints
 - mental overload
 - task mismanagement
 - conflicting information
 - expectations and anticipation
 - fatigue
 - insufficient knowledge
 - forgetting requirements or information
 - emotional state
 - confirmation bias (ignoring information that does not support the decision)
 - personality traits
 - failure to seek or apply feedback

- stress
- fixation and destination obsession
- principles of evidence assessment, including:
 - validity
 - authenticity
 - sufficiency
 - currency
- principles of prioritisation and task management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- acceptable means of simulated assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant and appropriate materials, tools, equipment and personal protective equipment (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>

AVIM0008 Operate a simulator

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 operate a simulator in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Use of this unit for simulation activities outside of an aviation context is to be in accordance with relevant regulatory, organisational or enterprise procedures.

It includes applying simulation operations safety, conducting pre-operation planning, controlling a simulation activity and performing post-operation activities.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to training and assessment duties of simulator operators, instructors and assessors, and contributes to safe and effective performance in simple and/or complex operational or training environments.

Operations are conducted as part of recreational, commercial and military simulation activities across a variety of operational contexts within the Australian aviation industry, or other vocational operating environments when required.

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.

Pre-requisite Unit

Not applicable.

Competency Field

M – Training and Assessment

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 Apply simulation operations safety

- 1.1 Access and egress to simulator is conducted in accordance with workplace procedures
- 1.2 Safety and emergency procedures are communicated and actioned as required
- 1.3 Simulator serviceability is monitored in accordance with workplace procedures
- 1.4 Effects of simulation sickness are communicated to participants and treated as required in accordance with workplace procedures
- 1.5 Workplace safety communications are followed in accordance with workplace procedures

2 Conduct pre-operation planning

- 2.1 Appropriate simulation equipment is selected
- 2.2 Simulation activity plan is developed in accordance with activity requirements
- 2.3 Operating manuals are used to support work practices
- 2.4 Simulation data is accessed to suit work practices in accordance with workplace procedures
- 2.5 Simulation data is manipulated to suit work requirements in accordance with workplace procedures
- 2.6 Simulation data is saved in accordance with workplace procedures
- 2.7 Simulation data is stored to suit work requirements in accordance with workplace procedures

3 Control a simulation activity

- 3.1 Liaison with relevant personnel is conducted to determine simulation activity requirements
- 3.2 Simulation activity is commenced
- 3.3 Simulation equipment is employed

- 3.4 Communication with simulation activity participants is maintained
 - 3.5 Abnormal/unusual conditions are monitored and addressed
 - 3.6 Variations to activity conditions are made as requested/required
 - 3.7 Activity is ceased in accordance with simulation activity plan
- 4 Perform post-operation activities**
- 4.1 Simulation results are saved in accordance with workplace procedures
 - 4.2 Activity participants are debriefed as required
 - 4.3 Simulator faults are recorded in accordance with workplace procedures
 - 4.4 Simulation equipment is refurbished/maintained 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIM5001 Operate a simulator.

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>

Assessment Requirements for AVIM0008 Operate a simulator

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- accessing simulation data, including:
 - downloading from database
 - inserting a digital storage device
 - opening applications, directories and files
- applying fine physical motor skills
- communicating safety and emergency procedures
- communicating simulation sickness effects
- completing administrative tasks and functions related to simulator operations, including:
 - simulation activity planning
 - participant performance records and reports
 - simulation safety briefs
 - participant briefings/debriefings
- coordinating activities that involve a range of simple and/or complex tasks
- conducting access and egress, including:
 - appropriate and safe entry to simulator in accordance with organisational work health and safety (WHS) and security policies
 - appropriate and safe exit methodologies from simulators
 - interpretation of signage, safety warnings and simulator status
 - monitoring access of visitors to simulator and providing safety/security briefs as required
- coordinating information communication technology related activities
- creating and storing documents using information communication technology
- identifying and rectifying abnormal/unusual simulator conditions, including:
 - participant simulation sickness
 - equipment malfunction/failure
 - smoke or overheat warnings
 - emergency communication
 - loading stops
 - motion stops

- hardware malfunction/failure
- software malfunction/failure
- poor/unusual participant performance
- personnel equipment malfunction/failure
- implementing WHS procedures and relevant regulations
- implementing simulation activity variations, including:
 - adapting scenarios/activities based on participant feedback and/or performance
 - modifying hardware configurations
- modifying software settings
- manipulating, saving and storing simulation data in accordance with workplace procedures
- monitoring and addressing abnormal/unusual conditions
- monitoring simulator serviceability, including:
 - ensuring simulator is maintained to a level satisfactory to comply with organisational requirements
 - recording hardware/software issues that may arise during the course of routine equipment operation
 - submission of routine maintenance documentation
- reading, comprehending and interpreting written technical English
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recording simulator faults
- refurbishing/maintaining simulator equipment and operating systems in accordance with workplace procedures
- selecting and employing simulation equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- abnormal conditions, including hardware, software and equipment malfunction/failure and poor/unusual participant performance
- application of simulation and synthetic activities including live, virtual and constructive (LVC) simulations
- basic database management
- basic briefing and debriefing techniques, including:
 - simulator safety
 - simulation event review
- documentation production and safe storage
- effects of simulation sickness, including:
 - nausea subscale:
 - increased salivation

- sweating
- nausea
- stomach awareness
- burping
- oculomotor subscale:
 - fatigue
 - headache
 - eyestrain
 - difficulty focusing
- disorientation subscale:
 - vertigo
 - dizzy (eyes open)
 - dizzy (eyes closed)
 - blurred vision
- established procedures applicable to simulation operations
- functions of single-user, multi-user and distributed user operating systems
- identification of signs/symptoms and methods of rectifying abnormal/unusual simulator conditions, including:
 - participant simulation sickness
 - equipment malfunction/failure
 - smoke or overheat warnings
 - emergency communication
 - loading stops
 - motion stops
 - hardware malfunction/failure
 - software malfunction/failure
 - poor/unusual participant performance
 - personnel equipment malfunction/failure
 - relevant WHS and environmental procedures and regulations applicable to simulation operations and personnel safety/individual safety considerations
 - safety briefings
 - access and egress procedures
 - reporting and recording simulation WHS issues
- information communications technology in the simulation and synthetic learning environment
- simulation activity variations, including:
 - adapting scenarios/activities based on participant feedback and/or performance
 - modifying hardware configurations
 - modifying software settings.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (PPE) currently used in industry
- appropriate simulation equipment must include one or more of the following:
 - access database
 - compact discs
 - computer software subclass
 - digital insertion devices
 - gaming software
 - personnel equipment (e.g. hearing protection, eye protection, clothing and footwear)
 - software applications
 - storage strategy within organisational databases
 - synthetic environment software (e.g. SETHI)
 - universal serial bus devices
 - web-based database
- simulator must include one or more of the following:
 - associated simulator computer hardware and software
 - desktop simulator
 - full motion simulator
 - flight training device
 - operating system
 - part-task trainer
 - simulator
 - single, multiple or team operator simulator
 - synthetic training device

- virtual reality training system.

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>

AVIM0009 Facilitate training in a synthetic environment

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 facilitate training in a synthetic environment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Use of the unit for simulation training activities outside of an aviation context is in accordance with relevant regulatory, organisational or enterprise procedures.

It includes planning a synthetic learning activity; preparing a trainee for these activities; and guiding, facilitating and monitoring learning. It also includes conducting post-training activities and reviewing facilitation processes.

This unit addresses vocational training technical skill requirements (physical, mental and task-management abilities) related to synthetic training and assessment duties of vocational instructors and assessors and contributes to safe and effective performance in simple and/or complex operational and training environments.

Operations are conducted as part of commercial and military vocational training activities across a variety of operational contexts within Australian 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.

Pre-requisite Unit

Not applicable.

Competency Field

M – Training and Assessment

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 Plan a synthetic learning activity

1.1 Learning strategy and/or learning program is accessed, read and interpreted to determine learning outcomes or objectives to be met and relevant delivery requirements

1.2 Potential risks, including those associated with human factor aspects of synthetic training devices, are identified

1.3 Limitations of synthetic training device are identified

1.4 Delivery plan is developed to plan, manage and sequence synthetic training activities and events to ensure logical progression of learning content, trainee safety and continuity of trainee progress

1.5 Technical and human factor requirements for synthetic environment, including safety and emergency procedures, are confirmed

2 Prepare trainee for synthetic training activities

2.1 Availability of suitable resources is confirmed

2.2 Mental and physical preparedness of trainee to undertake training in synthetic environment is confirmed

2.3 Introduction to synthetic environment is provided, including training objectives and relevant workplace procedures

2.4 Instructional relationships are established between trainer/facilitator and trainees using appropriate communication tools and skills

2.5 Trainee is briefed on how synthetic training activity will be conducted to meet training objectives

2.6 Risk management issues applicable to synthetic training activity are discussed with trainee and trainee responsibility for managing relevant risks is confirmed

2.7 Trainee ability to comprehend and/or recall training objectives, knowledge, handling techniques and planned

- synthetic training activity/scenario is confirmed
- 3 Guide and facilitate learning in a synthetic environment**
- 3.1** Liaison with relevant personnel is conducted to determine simulation activity requirements
- 3.2** Learning is facilitated in accordance with delivery plan using relevant synthetic devices and facilitation skills
- 3.3** Good practice in facilitating learning in a synthetic environment is applied to ensure an effective and safe transfer of learning to the real world
- 3.4** Technical issues are addressed as required using relevant technical support mechanisms and/or personnel
- 3.5** Opportunities for authentic learning, practice and formative assessment are built into the learning experience
- 3.6** Pre-loaded automatic demonstrations are employed as required
- 3.7** Abnormal/unusual conditions are monitored and addressed
- 3.8** Variations to activity conditions are implemented as required
- 3.9** Handover/takeover procedures for control of synthetic device are implemented in accordance with workplace procedures
- 4 Monitor learning in a synthetic environment**
- 4.1** Trainee progress is monitored and documented in accordance with workplace procedures
- 4.2** Trainee cognitive load is assessed, monitored and managed
- 4.3** Support and guidance are provided within synthetic environment as appropriate
- 4.4** Trainee is encouraged to develop self-assessment skills
- 4.5** Trainee interaction with others and participation in synthetic training activities is continuously monitored, and interventions are made as required
- 4.6** Opportunities are provided for trainees to reflect on their learning progress

- | | |
|--|---|
| 5 Conduct post-training activities | 5.1 Significant details of trainee performance are clearly and accurately debriefed |
| | 5.2 Playback devices are employed during debriefing to illustrate key learning points as required |
| | 5.3 Trainee is briefed on details of next training event as required |
| | 5.4 Trainee records are maintained in accordance with workplace procedures |
| | 5.5 Relevant stakeholders are kept informed about trainee progress |
| | 5.6 Synthetic device faults are recorded and/or rectified in accordance with workplace procedures |
| | 5.7 Support and guidance are provided post-synthetic environment activities as required |
| 6 Review synthetic environment facilitation processes | 6.1 Synthetic training session outcomes are evaluated against desired session outcomes |
| | 6.2 Review is undertaken post-completion of learning program, course or qualification |
| | 6.3 Time is taken to reflect on own performance as a trainer or facilitator, and ways to improve performance are explored |
| | 6.4 Recommendations for improvements in facilitating training and appropriateness of synthetic systems, tools and resources are identified and documented, and discussed with relevant personnel for future action |

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 AVIM5004 Facilitate training in a synthetic environment.

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>

Assessment Requirements for AVIM0009 Facilitate training in a synthetic environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying flexibility in facilitation when using synthetic devices, including:
 - applying intervention techniques
 - assessing learning and performance
 - effectively using a variety of activities or providing directions for different trainee needs
- conducting briefings and debriefings
- confirming technical and human factor requirements for a synthetic environment
- following safety and emergency procedures, including established procedures and industry safe practice
- coordinating activities involving a range of complex tasks
- coordinating information communications technology related activities
- debriefing significant details of trainee performance
- developing a delivery plan that ensures logical progression of learning content, trainee safety and continuity of trainee progress, including:
 - determination of learning management tools, such as feedback systems and support mechanisms
 - individual/group learning objectives or outcomes for learning program or segment of learning program to be addressed
 - learning/activities/events to be addressed in e-learning sessions
 - number of trainees and their specific support requirements
 - resources and/or tools to be used
 - timing, sequence and number of pre-planned sessions
 - types of pre-planned sessions – synchronous (in real time using conferencing, chats and forums) or asynchronous (not in real time using email, offline forums and bulletin boards)
 - topics to be addressed in learning sessions
- evaluating instructional effectiveness
- identifying potential risks, including those associated with human factor aspects of synthetic

training devices

- identifying potential risks, including:
 - effects on what is learned and relationship with the real world
 - negative learning
- implementing handover/takeover procedures for control of synthetic device in accordance with workplace procedures
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting trainee needs and directing them to new learning opportunities
- maintaining trainee records in accordance with workplace procedures
- managing an environment that fosters learning and performance
- monitoring and addressing abnormal/unusual conditions
- monitoring and documenting trainee progress in accordance with workplace procedures
- reading, comprehending and interpreting written technical English
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and employing appropriate simulation equipment
- selecting and using required personal protective (PPE) equipment conforming to industry and WHS standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- abnormal conditions, including hardware, software and equipment malfunction/failure and poor/unusual trainee performance, including:
 - emergency communication
 - equipment malfunction/failure
 - hardware malfunction/failure
 - loading stops
 - motion stops
 - participant simulation sickness
 - personnel equipment malfunction/failure
 - poor/unusual participant performance
 - smoke or overheat warnings
 - software malfunction/failure
- advantages of synthetic training environments in facilitating learning
- limitations of synthetic training devices, including:

- fidelity
- instrumentation
- movement
- resolution
- good practice in facilitating learning in a synthetic environment, including:
 - assisting trainees in locating, using and evaluating online information
 - facilitating group work
 - guiding learning activities through setting up questions, issues, scenarios to be addressed
 - knowing when to intervene/when to let trainees direct themselves
 - maintaining momentum and motivation of trainees through ongoing individual contact and feedback
 - moderating disruptive, abusive or dominant trainees
 - observing trainee interaction and intervening as required to maintain focus/momentum/engagement
- application of simulation and synthetic activities including live, virtual and constructive (LVC) simulations
- common trainee errors and suggested suitable remedial instruction
- risk management issues, including:
 - emergency communication
 - equipment malfunction/failure
 - fidelity and resolution constraints/limitations smoke or overheat warnings
 - loading stops
 - motion stops
 - negative learning
 - simulator access/egress
 - simulation/motion sickness
 - threat and error management (TEM)
- debriefing and feedback techniques, including:
 - individual versus group debrief
 - basic techniques:
 - review simulation event
 - recall what happened
 - clarify facts
 - correct misconceptions
 - reinforce specific learning outcomes
 - intermediate techniques:
 - guided reflection of event
 - coaching methodology
 - transfer learning responsibility to participants
 - decision-making analysis

- cost versus benefit/trade-offs
- skill and knowledge technique enhancement
- advanced techniques:
 - less guidance
 - using media/checklists/video
 - oral and written evaluation
 - part of group talks/part listens
 - varied perspective (observers)
 - developing and evaluating new concepts
 - developing self-evaluative learning in participants
- debrief of stakeholders, including:
 - feedback to manufacturer, contracted suppliers and contracted maintainers
 - feedback to relevant organisational authorities
 - feedback to relevant personnel on conclusion of simulator activity
- documentation production and safe storage
- effective use of a course of training, curricula/syllabus and lesson plans
- effects of simulation sickness:
 - nausea subscale:
 - increased salivation
 - sweating
 - nausea
 - stomach awareness
 - burping
 - oculomotor subscale:
 - fatigue
 - headache
 - eyestrain
 - difficulty focusing
 - disorientation subscale:
 - vertigo
 - dizzy (eyes open)
 - dizzy (eyes closed)
 - blurred vision
 - established procedures applicable to simulation operations
- variations to training activity:
 - changes made in response to a strategic requirement
 - changes made in response to a training need
- functions of single-user, multi-user and distributed user operating systems
- fundamentals of instructing, questioning, engaging and motivating trainees
- handover/takeover procedures for controlling synthetic device/s

- how to distinguish between a technical problem and a content problem, and how to respond accordingly
- human factors implication and risks in a synthetic training environment
- information communications technology in a simulation and synthetic environment
- intervention strategies, principles and implications for a synthetic environment
- relevant learning management systems
- relevant WHS and environmental procedures and regulations applicable to simulation operations and personnel safety
- relevant sections of national and state/territory regulatory requirements and codes of practice
- sequencing and developing synthetic training activities and their relationship with real world training activities
- structure and content of relevant training resources
- techniques for introducing tasks in manageable segments to avoid overloading a trainee
- training and assessment competency standards
- cognitive load assessment, including:
 - anxiety
 - apathy
 - fatigue
 - impatience
 - inadequate demonstration
 - inadequate fault analysis
 - inadequate opportunity to practice
 - information overload
 - lack of preparation
 - outside pressures
 - physical discomfort
 - task complexity
 - unreasonable expectations
- when to intervene and when to let trainees direct themselves
- when interventions must be made to:
 - address safety
 - engage trainee
 - highlight a key learning point
 - initiate remedial actions
 - maintain momentum
- review of training, including:
 - effectiveness of learning protocols, their application and proposed changes
 - feedback from trainees, colleagues, learning designers via survey or discussion
 - identification of issues in managing/monitoring e-learners and the need for changes to contact/monitoring processes
 - identification of issues in using a delivery plan and the need for changes/modifications to

the plan

- technology effectiveness
- self-reflection, including:
 - asking critical questions about performance, problems, methods used and success of trainees
 - seeking, listening to and acting on feedback from trainees and others.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (PPE) currently used in industry.

Synthetic training devices must include one of the following:

- associated simulator computer hardware and software
- desktop simulator
- flight training device
- full motion simulator
- operating system
- part-task trainer
- simulator
- single, multiple or team operator simulator
- synthetic training device
- virtual reality training system.

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>

AVIM0010 Conduct flight review

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 conduct flight reviews in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-flight discussions, conducting a flight review, and completing post-review briefing and administration.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to training and assessment duties of flight instructors 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.

Pre-requisite Unit

Not applicable.

Competency Field

M – Training and Assessment

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Conduct pre-flight discussion

1.1 Pre-flight discussion plan is prepared that covers topics required for rating being reviewed

1.2 Pre-flight discussion plan is delivered

1.3 Opportunities to actively participate in discussion are provided to applicant

1.4 Discussion is reviewed to determine whether aims of discussion were achieved

2 Conduct review

2.1 Flight review is conducted in accordance with flight review standards as specified in applicable regulations

2.2 Applicant performance against the standards specified in applicable regulations is identified

2.3 Remedial training for those elements performed below the specified standard is determined

2.4 Remedial training is conducted as required in accordance with established workplace procedures

3 Complete post-review briefing and administration

3.1 Post-review briefing is conducted that includes assessment of applicant competence against standards specified in applicable regulations

3.2 Post-review administration is completed in accordance with established 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIM5008 Conduct flight review.

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>

Assessment Requirements for AVIM0010 Conduct flight review

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- assessing applicant competence against required standards
- communicating effectively with others
- completing relevant documentation
- demonstrating flight instructor role modelling
- developing and delivering an appropriate pre-flight discussion plan
- ensuring aircraft is operated in accordance with aircraft operating parameters
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing crew resource management (CRM) principles
- implementing threat and error management principles
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations 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 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 standards
- working collaboratively with others when conducting a flight review
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- appropriate methods of analysis and training planning
- assessment of behaviour
- common problems that may occur when conducting flight reviews and appropriate action that should be taken in each case
- common risks that exist when conducting flight reviews
- competency standards for pilots (civil or military)
- human performance and limitations factors relevant to the training tasks
- in an Australian Defence Force context, relevant Defence Orders and Instructions
- lesson planning and development
- preparation of training resources
- principles of adult teaching and learning
- principles of airborne instructional technique
- principles of competency-based assessment
- psychological factors affecting satisfaction of human needs, defence mechanisms and stress management
- questioning techniques
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for flight reviews
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- relevant workplace training and assessment policies and procedures
- requirements for completing relevant documentation
- self-assessment and evaluation
- training and assessment competency standards.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIN0003 Command an aircraft in a multi-crew environment

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 command an aircraft in a multi-crew environment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes establishing aircraft command, managing tasks and workload, and communicating organisational objectives and required standards. It also includes making effective decisions, and leading flight crews and individuals.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to leadership and supervision duties of a pilot in command (PIC) and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently and without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

N – Leadership and Supervision

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 Establish aircraft command | <p>1.1 Command responsibilities are exercised in accordance with organisational authority and guidelines</p> <p>1.2 Command structure is established appropriate to aircraft</p> <p>1.3 Command structure is communicated to flight crew and external authorities</p> <p>1.4 Communication mechanisms and procedures are implemented between levels of command in accordance with organisational procedures</p> <p>1.5 Liaison is established and maintained between PIC, flight crew and other relevant stakeholders to meet control and command requirements</p> |
| 2 Manage tasks and workload | <p>2.1 Workload of flight crew members is planned taking into account time and resource constraints</p> <p>2.2 Flight crew is assigned workload priorities and performance expectations are communicated clearly</p> <p>2.3 Workload of flight crew is coordinated in accordance with agreed operational objectives and task timelines</p> <p>2.4 Performance of flight crew and individuals is systematically monitored against defined measurable performance criteria to ensure satisfactory completion of assigned tasks and workloads</p> <p>2.5 Potential and current issues and problems arising in relation to task and workload management are identified and acted on in accordance with regulatory and organisational requirements</p> |
| 3 Communicate organisational objectives and required standards | <p>3.1 Flight crew members are provided with up-to-date information concerning organisational objectives and standards</p> <p>3.2 Flight crew member understanding of objectives and standards is confirmed</p> <p>3.3 Organisational standards and values are modelled and promoted to flight crew members</p> |
| 4 Make effective decisions | <p>4.1 Relevant, current and sufficient information is gathered</p> |

- to assess and analyse situation for decision making
- 4.2 Problem-solving strategies and techniques are used to identify and generate options
 - 4.3 Decisions are made, communicated to flight crew and implemented in a timely manner in accordance with regulatory requirements and workplace procedures
 - 4.4 Decisions and actions are evaluated for their effectiveness and outcomes
 - 4.5 Decisions, their rationale and associated actions are documented and reported in accordance with regulatory requirements and workplace procedures
- 5 Lead flight crews and individuals**
- 5.1 Link between function of flight crew and organisational goals is clarified as required and is communicated to flight crew
 - 5.2 Participative decision making is used to develop, implement and review work of flight crew and to allocate responsibilities
 - 5.3 Opportunities are given to flight crew members and individuals to provide feedback about efficient work practices and processes
 - 5.4 Flight crew members and individuals are encouraged to provide feedback about efficient work practices
 - 5.5 Appropriate delegation is made to flight crew and individuals in accordance with relevant flight crew objectives and goals, and organisational policy and 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIN0001 Command an aircraft in a multi-crew environment.

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>

Assessment Requirements for AVIN0003 Command an aircraft in a multi-crew environment

Modification History

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:

- allocating sufficient resources and time to complete workload
- applying relevant aeronautical knowledge
- breaking down tasks and establishing courses of action to accomplish specified goals
- collecting information and identifying key issues and relationships relative to achieving determined roles
- conducting briefings to share common plan and to set priorities
- correcting flight crew member deviations from standards
- encouraging monitoring of performance by other flight crew members
- ensuring flight crew members are aware of their role and responsibilities throughout a flight
- ensuring responsibility for flight path management is always assigned
- establishing an atmosphere to encourage open communications
- identifying and managing threats and errors
- identifying and managing undesired aircraft states
- identifying when flight crew members become ineffective or incapacitated
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining flight crew member motivation and commitment to task
- maintaining patience and focus when processing large amounts of data or multiple tasks
- managing flight deck gradient relative to task
- managing time and resources to ensure work is completed safely and effectively
- monitoring outcomes and evaluating own performance
- monitoring effectiveness of flight crew performance
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- setting realistic performance standards
- taking action to resolve flight crew member confusion.

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:

- aircraft instrument requirements
- aircraft loading system
- aircraft performance and landing calculations
- aircraft speed limitations
- aircraft systems
- applicability of drug and alcohol regulations
- classification of operations
- cockpit management, including:
 - flight crew coordination:
 - distribution of responsibilities
 - working with a flight crew concept
 - flight crew cooperation:
 - small group dynamics (norms, atmosphere, pressure, communication and structure)
 - conflict management
 - leadership style of management:
 - concern for performance
 - concern for people
 - democratic versus autocratic style
 - encouraging inputs and feedback
 - optimising flight crew performance in flight
 - correcting flight crew coordination deficiencies
 - communication:
 - verbal and non-verbal communication
 - one- and two-way communication
 - effects of different communication styles
 - miscommunication (including cultural misunderstandings)
- effective decision-making processes, including:
 - identifying problems and causal factors
 - assessing component parts systematically and logically
 - employing analytical techniques to identify solutions and to consider the value and implications of each
 - generating solutions and/or alternative courses of action
 - assessing alternative solutions and risks with other flight crew members
 - determining course of action
 - communicating decision and delegate tasks to flight crew
 - monitoring progress against agreed plan
 - evaluating decisions in line with changing circumstances
 - ensuring decision making is improvement-focused and directed towards achieving optimum outcomes

- emergency equipment requirements
- flight and duty time limits
- flight rules (specific to aircraft type), including:
 - documentation
 - aircraft nationality and registration
 - airworthiness of aircraft
 - personnel licensing
 - rules of the air
 - procedures for air navigation
 - air traffic services
 - aeronautical information service
 - aerodromes
 - facilitation
 - search and rescue
 - security
 - aircraft accidents and incidents – pilot in command (PIC) responsibilities
 - air service operations
- fuel planning and oil requirements for the flight
- judgement and decision making, including:
 - pilot judgement concepts:
 - types of judgement
 - motor skills and human factors
 - aeronautical decision making:
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identification of hazardous attitudes:
 - physical factors
 - psychological factors
 - social influences and interface between people
 - pilot judgement awareness:
 - risk assessment
 - cockpit stress management
 - applying decision-making concepts:
 - practical application
 - managing resources
 - safety awareness
- maintenance authorisations
- managing cargo and passengers
- privileges and limitations of the multi-crew or air transport pilot licence with

aeroplane/helicopter category rating

- requirements for an Air Operator Certificate (AOC)
- requirements for aerodromes
- type of information contained in an operations manual.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIN0004 Supervise and manage safe flight operations as pilot in command

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 supervise and manage safe flight operations as pilot in command (PIC) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes supervising flight crew and flight operations, managing routine flight operations, and managing contingency flight operations

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to leadership and supervision duties of a PIC and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

N – Leadership and Supervision

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|---|
| 1 Supervise flight crew and flight operations | 1.1 Cargo loading requirements are implemented in accordance with regulatory requirements and workplace procedures |
| | 1.2 Flight operations and flight crew are continuously monitored throughout the flight in accordance with regulatory requirements and workplace procedures |
| | 1.3 Flight crew are assisted with prioritisation of workload |
| | 1.4 Flight crew members are provided mentorship and leadership during routine flight operations |
| 2 Manage routine flight operations | 2.1 Environmental factors are constantly assessed for effects on flight performance |
| | 2.2 Flight operations support services are advised of changes to flight operational requirements in accordance with regulatory requirements and workplace procedures |
| | 2.3 Current, relevant and sufficient information to support effective decision making is gathered and provided to flight crew during routine flight operations |
| | 2.4 Passenger safety and comfort is monitored and managed in accordance with regulatory requirements and workplace procedures |
| | 2.5 Aircraft in-flight performance is continuously monitored and assessed in accordance with regulatory requirements and workplace procedures |
| | 2.6 Control of aircraft flight path is maintained at all times during routine flight operations |
| 3 Manage contingency flight operations | 3.1 Environmental factors are constantly assessed for effects on contingency flight operations |
| | 3.2 Safe flight profile is established during contingency flight operations and within scope of aircraft performance limitations |
| | 3.3 Flight crew members are allocated tasks and performance is supervised during contingency flight operations |
| | 3.4 Information to support decision making is gathered and provided to flight crew during contingency flight |

operations

- 3.5** Aircraft in-flight performance is continuously monitored, assessed and acted on in accordance with regulatory requirements, workplace procedures and/or equipment procedures during contingency flight operations
- 3.6** Control of aircraft flight path is maintained at all times during contingency flight operations, including abnormal and emergency situations
- 3.7** Aircraft is configured for safe flight to effect approach and landing as far as practicable

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 AVIN0002 Supervise and manage safe flight operations as pilot in command.

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>

Assessment Requirements for AVIN0004 Supervise and manage safe flight operations as pilot in command

Modification History

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:

- accepting responsibility for flight outcomes
- accepting responsibility for own performance
- advising pilot flying of deviations from planned operations
- applying relevant aeronautical knowledge
- assessing situations and making decisions
- controlling aircraft flight path during:
 - routine flight operations
 - contingency flight operations
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining an effective lookout
- maintaining and managing situational awareness
- maintaining effective communications and interpersonal relationships
- maintaining effective leadership and authority
- making effective decisions
- managing and monitoring flight crew conditions
- managing, controlling or mitigating risk
- monitoring flight path, aircraft configuration and systems to achieve desired performance using a systematic scan technique
- operating effectively as a flight crew member
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting and using appropriate instruments, displays, communications equipment and aids
- setting flight crew priorities and managing flight crew tasks
- taking initiatives and responding to changing conditions
- using appropriate normal, abnormal and emergency aviation terminology.

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:

- basic concepts of aviation medicine
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to human factors within air transport and multi-crew operations
- cockpit management, including:
 - flight crew coordination
 - distribution of responsibilities
 - working with a flight crew concept
 - flight crew cooperation:
 - small group dynamics (norms, atmosphere, pressure, communication, structure)
 - conflict management
- leadership style of management
 - concern for performance
 - concern for people
 - democratic versus autocratic style
 - encouraging inputs and feedback
 - optimising flight crew performance in flight
 - correcting flight crew coordination deficiencies
- communication
 - verbal and non-verbal communication
 - one and two-way communication
 - effects of different communication styles
 - miscommunication (including cultural misunderstandings)
- effective decision-making processes, including
 - identifying problems and causal factors
 - assessing component parts systematically and logically
 - employing analytical techniques to identify solutions and consider the value and implications of each
 - generating solutions and/or alternative courses of action
 - assessing alternative solutions and risks with other flight crew members
 - determining course of action
 - communicating decision and delegate tasks to flight crew
 - monitoring progress against agreed plan
 - evaluating decisions in line with changing circumstances
 - ensuring decision making is improvement-focused and directed towards achieving optimum outcomes
- fatigue risk management processes, including:
 - proactive
 - predictive

- reactive
- hazard identification, risk analysis and control
- flight operations and health, including:
 - body rhythm disturbances
 - high-altitude environments
 - incapacitation
 - intoxication
 - physiological fitness and degradation
 - psychological fitness and degradation
- general health aspects that may adversely influence individual or collective physiological/psychological condition
- how to manage causes and effects of stress and anxiety on individual or collective performance
- how to manage human factors that may influence individual or collective performance during flight operations
- human behaviour, including:
 - general concepts
 - cockpit management
 - judgement and decision making
- human information processing, including:
 - general system
 - senses
 - integration of sensory inputs: spatial disorientation and illusions
 - memory
- judgement and decision making, including:
 - pilot judgement concepts
 - types of judgement
 - motor skills and human factors
 - aeronautical decision making
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identification of hazardous attitudes
 - physical factors
 - psychological factors
 - social influences and interface between people
 - pilot judgement awareness
 - risk assessment
 - cockpit stress management
 - applying decision-making concepts

- practical application
- managing resources
- safety awareness
- pressure cabin
- relevant WHS procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- respiratory system and circulation of the blood
- rapid decompression, effects and counter measures
- threat and error management (TEM) principles in multi-crew operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIO0003 Apply electronic metal detection

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 screen articles and cargo using electronic metal detection equipment procedures in a security screening environment.

It includes knowledge and understanding of: procedures to prepare and operate electronic metal detection equipment; appropriate screening methods; the range of potential security risks; and appropriate response procedures.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|---|---|
| outcomes. | demonstrate achievement of the element. |
| 1 Identify legislative and organisational requirements | 1.1 Basic legislative and organisational requirements relevant to the use of electronic metal detectors are identified and explained |
| | 1.2 Organisational security procedures are identified and explained |
| | 1.3 Duty of care requirements are identified and explained |
| | 1.4 Own level of authority, role and responsibilities are identified and explained |
| | 1.5 Role of designated personnel for security response is identified and explained |
| | 1.6 Work Health and Safety (WHS)/Occupational Health and Safety (OHS)/Occupational Safety and Health (OSH) requirements are identified and explained |
| 2 Conduct electronic metal detection procedures | 2.1 Preparation and testing procedures for electronic metal detection equipment are identified and explained |
| | 2.2 Standard operating procedures for electronic metal detection equipment are identified and utilised |
| | 2.3 Screening methods and procedures are identified and explained |
| | 2.4 Special screening requirements and appropriate screening methods are identified and explained |
| | 2.5 Positive alarm response procedures are identified, and action taken as per operational procedures |
| 3 Identify security risks | 3.1 Potential security risks relevant to security screening operations are identified and explained |
| | 3.2 General procedures for monitoring security of a screening environment are identified and explained |
| | 3.3 Factors which increase security risk are identified and action is taken in accordance with workplace procedures |
| | 3.4 Types and purpose of security equipment are identified and explained |
| | 3.5 Emergency and evacuation procedures are identified and explained |

- | | |
|---|--|
| 4 Identify and report Security risks | 3.6 Procedures for first aid response are identified and explained |
| | 4.1 Organisational procedures for reporting security risks in a security screening environment are identified and action is taken in accordance with operational procedures |
| | 4.2 Chain of command of designated personnel is identified and explained |
| | 4.3 Communication channels and modes are identified and utilised in accordance with operational procedures |
| | 4.4 Communication equipment appropriate to the purpose is identified and explained |
| | 4.5 Organisational documentation requirements are identified and utilised in accordance with operational 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.

Unit Mapping Information

This is a new unit.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0003 Apply electronic metal detection

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- accurately describing in verbal and written format security risks and incidents
- conducting general procedures for monitoring security in a securing screening environment
- conducting response procedures for the detection of prohibited items
- following basic security legislative requirements applicable to the security screening environment
- interpreting selected pictorial, graphical and written signs and instructions using electronic metal detection equipment
- preparing, testing and using electronic metal detectors
- relaying information to others
- reporting identified security risks or incidents in a security screening environment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- communication, interpersonal and literacy skills to ask effective questions and clarify security procedures
- the range of potential security risks or incidents relevant to a security screening environment
- general methods for observing potential security risks or suspicious behaviour
- chain of command and communication channels
- organisational policy on security equipment operation, systems and procedures
- applicable commonwealth, state or territory legislation relevant to own work environment and role
- methods, techniques and equipment involved when screening cargo using an electronic metal detector including special requirements
- applicable Work Health and Safety (WHS)/Occupational Health and Safety (OHS)/Occupational Safety and Health (OSH) requirements

- communication modes and security equipment and systems relevant to own work environment
- customer service principles and standards
- duty of care requirements of self and others
- general methods for observing incidents and monitoring risks within a security screening environment
- general procedures for emergency, evacuation and first aid response
- general procedures for reporting identified security risks or suspicious behaviour
- general procedures for reporting the detection of prohibited items
- organisational procedures for responding to positive alarms
- own responsibilities to comply with safe working practices
- role of designated personnel for security response.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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:

- acceptable means of simulation assessment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0004 Conduct frisk search of persons

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 conduct frisk searches of persons, in compliance with relevant transport security regulatory requirements.

It includes: preparing for a frisk search; conducting a frisk search of a person; applying special frisk search methods; responding to detection of weapons or prohibited items during a frisk search; and maintaining required frisk search records.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 Prepare for a frisk search

- 1.1** Legal powers to frisk search persons and associated workplace procedures are clarified as required and applied
- 1.2** Frisk search is only conducted on persons of the same gender and with another appropriate person of the same gender present
- 1.3** Person to be searched is informed that frisk searches can be intrusive and may cover any part of the body, including the chest and groin
- 1.4** Express consent of person to be searched is obtained prior to conducting a frisk search and a private area where the frisk search is to be conducted, is offered and identified in accordance with legislative requirements and workplace procedures
- 1.5** Consent is recorded in accordance with regulatory requirements and workplace procedures
- 1.6** Workplace procedures are followed when a person refuses to be frisk searched
- 1.7** Person being searched is asked to remove bulky over garments and other items in their possession capable of being divested and these garments are separately checked by primary screening processes

2 Conduct a frisk search of a person

- 2.1** Frisk search of a person is carried out using methods and techniques detailed in workplace procedures and social or cultural issues are taken into account
- 2.2** Frisk search is conducted by gently running open hands over outer garments covering the relevant part of the person, to an extent sufficient to be satisfied that no prohibited items are located on the relevant part of the person
- 2.3** Handheld metal detector is used to assist in identifying area to be searched, which may include sensitive areas of a person's body
- 2.4** When alarm source cannot be resolved, access into the sterile area is denied and a more thorough and private search is conducted in accordance with legislative

requirements and workplace procedures, and person is escorted to a private area to identify and remove alarm source

- 2.5** Correct work health and safety (WHS)/occupational health and safety (OHS), Occupational Safety and Health (OSH) principles are followed during a frisk search of persons, in accordance with workplace procedures
 - 2.6** Customer service principles and standards are applied throughout a frisk search of a person, in accordance with workplace procedures
 - 2.7** Cleared person is allowed to proceed to sterile area
 - 2.8** Uncleared person is denied sterile area and detained in accordance with legislative requirements and workplace procedures
- 3 Apply special frisk search methods**
- 3.1** Special screening methods and requirements are applied when conducting a frisk search of infants and children in accordance with workplace procedures
 - 3.2** Special screening methods and requirements are applied when conducting a frisk search of people who have a disability or specific needs, in accordance with workplace procedures
- 4 Respond to detection of weapons or prohibited items during a frisk search**
- 4.1** Person detected carrying weapons and/or prohibited items is detained in accordance with workplace procedures
 - 4.2** Detected prohibited item or weapon is handled and stored in accordance with procedures
- 5 Maintain records of a frisk search**
- 5.1** Frisk search records requirements and processes are confirmed
 - 5.2** Frisk search records including written consents, are maintained 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2004 Conduct frisk search of persons.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0004 Conduct frisk search of persons

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- communicating effectively with others
- completing relevant documentation
- identifying, selecting, using and routinely checking relevant equipment, processes and procedures
- implementing work health and safety (WHS)/occupational health and safety (OHS)/Occupational Safety and Health (OSH) procedures and relevant regulations
- implementing workplace contingency procedures
- implementing workplace transport security program and associated standard operating procedures
- modifying activities depending on workplace contingencies, risk situations and environments
- preparing a person for a frisk search, including obtaining permission from person being searched and informing person about frisk search processes and procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- responding appropriately to detection of weapons or prohibited items during frisk search
- using appropriate customer service skills when conducting frisk searches of persons in an aviation environment
- working collaboratively with others when conducting frisk searches of persons in an aviation environment.
- applying special frisk search methods to infants or children
- applying special frisk search methods to people with specific needs who may be frisk searched including three or more of the following:
 - person in a wheelchair who may or may not be able to stand unassisted
 - person who uses a walking aid
 - person who is hearing impaired
 - person with a prosthetic device, body brace or other medical device

- person who is vision impaired
- person who requires the assistance of a carer
- person who is accompanied by an assistance or companion animal (such as a guide dog)
- person who is vision impaired who needs to carry unusual electronic devices in their personal effects (for example Braille note taker).

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- components, operating principles and characteristics of typical weapons (especially potential explosive devices) that may be potentially carried on a person
- contact processes for relevant security area dependant on role as per below:
 - applicable to Aviation transport security protection only
 - airline
 - airport staff
 - relevant law enforcement agencies
 - applicable to Maritime transport security protection only
 - terminal staff
 - relevant law enforcement agencies
 - Australian Maritime Safety Authority (AMSA)
- customer service standards and techniques to be applied when carrying out frisk searches of persons in a transport security environment
- law enforcement officers and other government officers, their roles and responsibilities within a transport security workplace
- workplace transport security program, screening standard operating procedures and contingency procedures as they relate to detecting weapons and/or prohibited items in a frisk search
- site layout, including applicable security zones and standard operating procedures for transport security screening process concerned and private rooms or a search room that can be used to frisk search people
- types of weapons and prohibited items that may be detected during a frisk search and distinguishing characteristics of such weapons and prohibited items as outlined in the Regulations
- typical issues that may occur when conducting frisk searches of persons in a transport security environment and appropriate action that can be taken to resolve and avoid these issues
- workplace transport security standard operating procedures and policies applicable to conducting frisk searches of persons
- relevant workplace procedures and legislative requirements
- social and cultural issues including:
 - dress and personal presentation

- gender and gender identity
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

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

AVIO0005 Conduct screening using explosive trace detection

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 conduct screening using explosive trace detection (ETD) at a security-controlled airport with screened air services, in compliance with relevant regulatory requirements.

It includes: setting up, checking and operating ETD equipment; conducting ETD sampling process and responding to results of sample; and recording ETD analysis information for evidential purposes.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of transport, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 Set up, check and operate ETD equipment

- 1.1 Correct procedures for setting up ETD equipment in a transport workplace are followed in accordance with legislative requirements and workplace procedures
- 1.2 Required ETD equipment checks are carried out and appropriate action is taken in accordance with legislative requirements and workplace procedures
- 1.3 ETD equipment calibration is performed at set up and during operations in accordance with legislative requirements and workplace procedures
- 1.4 ETD equipment is operated in accordance with legislative requirements and workplace procedures
- 1.5 Work health and safety (WHS)/occupational health and safety (OHS)/Occupational Safety and Health (OSH) procedures are followed when setting up and operating ETD equipment in accordance with legislative requirements and workplace procedures

2 Conduct ETD sampling process

- 2.1 Selected persons or articles are screened using an ETD wand, in accordance with legislative requirements and workplace procedures
- 2.2 Sample is tested using ETD equipment in accordance with legislative requirements and workplace procedures

3 Respond to results of sample

- 3.1 Positive and negative results are recognised in accordance with legislative requirements and workplace procedures
- 3.2 Action is taken in response to a positive result in accordance with legislative requirements and workplace procedures

4 Record ETD analysis information for evidential purposes

- 4.1 Equipment checks and calibration results are recorded and reported in accordance with legislative requirements and workplace procedures
- 4.2 Calibrations and alarms are saved in accordance with legislative requirements and workplace procedures
- 4.3 Records of sampling processes, positive and negative results and consequent actions are completed in accordance with legislative requirements and 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2005 Conduct screening using explosive trace detection (ETD).

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0005 Conduct screening using explosive trace detection

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying appropriate customer service skills when using explosive trace detection (ETD) equipment
- communicating effectively with others
- completing relevant documentation
- identifying, selecting, using and routinely checking ETD equipment, processes and procedures
- modifying activities in response to workplace contingencies, risk situations and environments
- preparing persons or articles for ETD sampling
- reading, clarifying and applying the Act, notices made under the Act and workplace procedures relevant to using ETD equipment
- responding to and reporting security incidents and/or suspected explosive substances detected using ETD equipment
- taking appropriate action in response to security incidents identified using ETD equipment
- using the correct documents to accurately record and report information. in accordance with workplace procedures
- working collaboratively with others when using ETD equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- airside security zones on an airport:
 - enhanced inspection area
 - security restricted area
- contact processes for airline and airport staff, and relevant law enforcement agencies
- contingency procedures for a double positive result when carrying out screening using ETD equipment

- customer service standards and techniques to be applied when carrying out ETD screening of persons or articles
- ETD equipment – equipment that can detect and indicate by an alarm, the presence of a target amount of explosive material as outlined in the relevant screening regulations
- ETD equipment alarm – where equipment produces an audible and/or visual alarm to indicate the presence of a target amount of explosive material within the equipment range, in accordance with equipment operating program and as outlined in the relevant screening regulations
- ETD system – where technologies have the ability to detect and indicate by means of an alarm, the presence of a target amount of explosive material contained in baggage or on a person or other articles subjected for analysis, as outlined in the relevant screening regulations
- landside security zones on an airport:
 - air traffic control facilities zone
 - fuel storage zone
 - navigational aids zone
 - sterile area
- methods, techniques and equipment involved when using ETD equipment to screen passengers and/or articles in a transport security environment in accordance with relevant Transport Security Regulations
- prohibited items and weapons as outlined in the Act
- reporting requirements for security incidents relevant to ETD images and/or alarms generated by ETD equipment indicating the possible presence of weapons or explosive substances that might pose a threat to transport security
- roles and responsibilities of law enforcement officers and/or other government officers within a transport security workplace
- sections of the legislation relevant to using ETD equipment to screen passengers, bags and articles in a transport security environment
- site layout, including applicable security zones and workplace procedures for transport security screening
- trace sampling process – where part of an object is wiped and the particles are collected in a trap that can be handheld or included as part of a wand, as outlined in the Transport Screening regulations
- typical issues that may occur when using ETD equipment and appropriate action that can be taken to resolve and/or avoid these issue
- workplace procedures applicable for using ETD equipment to screen passengers or articles
- articles must include at least three of the following:
 - bags
 - cabin baggage
 - checked baggage
 - display/promotional items
 - goods
 - hold baggage

- packages
- personal effects
- tools of trade
- vehicles/machinery
- work equipment
- workplace procedures for carrying out checks and calibrations of ETD equipment.
- workplace procedures including:
 - applicable legislative requirements and transport screening notices
 - access and equity policies, principles and practices
 - client service standards
 - code of conduct or ethics
 - communication and reporting procedures
 - complaint and dispute resolution procedures
 - emergency and evacuation procedures
 - employer and employee rights and responsibilities
 - equipment use and maintenance
 - WHS/OHS/OSH policies and procedures
 - own role, responsibility and authority
 - privacy and confidentiality
 - standard operating procedures for screening.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0006 Conduct vehicle search for access to security sensitive areas

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 conduct vehicle searches, in compliance with relevant regulatory requirements and national operating standards.

It includes: planning and prepare for vehicle search; implementing a search; recognising and acting on abnormal situations; and completing post search activities.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational and commercial across a variety of operational contexts within the Australian aviation industry and maritime environment.

Screening is performed independently or under limited supervision until accredited as a screener then as a single operator or within a team 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 Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Prepare for vehicle search | 1.1 Hazard identification and risk assessment strategies are developed and implemented to ensure search can be conducted safely in accordance with regulatory requirements and workplace procedures |
| | 1.2 Authority to search is verified, obtained and intention to search is advised to relevant people in accordance with regulatory requirements and workplace procedures |
| 2 Undertake vehicle search | 2.1 Conduct search of vehicle systematically in accordance with regulatory requirements and standard operating procedures |
| | 2.2 Relevant equipment and associated technology is utilised effectively in accordance with workplace procedures |
| | 2.3 Documentation and search records are updated in accordance with regulatory requirements and workplace procedures |
| 3 Respond to detection of prohibited or unauthorised items | 3.1 Prohibited and unauthorised items are identified and assessed, and response is prioritised in accordance with regulatory requirements and workplace procedures |
| | 3.2 Implications of the prohibited and unauthorised items are evaluated in accordance with WHS/OHS/OSH processes and workplace procedures |
| | 3.3 Prohibited and unauthorised items are seized within limits of own responsibility and duty of care in accordance with regulatory requirements and workplace procedures |
| | 3.4 Relevant regulatory authorities are notified of result in accordance with regulatory requirements |
| | 3.5 Communications are maintained with relevant personnel to determine appropriate course of action |
| 4 Complete post search activities | 4.1 Records of security search checks and precautions are documented in accordance with workplace procedures |
| | 4.2 Property damaged during vehicle search is reported in accordance with workplace procedures |
| | 4.3 Clear, accurate and comprehensive information is provided to relevant people 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.

Unit Mapping Information

This is a new unit of competency

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0006 Conduct vehicle search for access to security sensitive areas

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying hazard and risk mitigation processes and requirements for identifying and responding to them
- applying regulatory requirements, including work health and safety and environmental procedures, in the context of searching and vehicle and seizure of prohibited items
- using search methods specified in operating procedures
- using equipment for the purpose and in the manner intended and authorised
- using information systems to report items found and record incidents
- identifying weapons, explosives, prohibited items accurately
- applying relevant regulatory requirements and workplace procedures in handling and storage of Weapons, explosives and prohibited items
- using correct techniques and procedures in accordance with work health and safety (WHS)/occupational health and safety (OHS)/Occupational Safety and Health (OSH) procedures, legislative requirements and workplace procedures
- applying relevant procedures in the process of seizing prohibited and unauthorised items to limit of authority
- presenting clear, concise and accurate information in relation to post search activities
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- using safe, thorough and systematic search techniques
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- OHS/WHS/OSH requirements and regulatory requirements for vehicle security checks and precautions within limits of own role and workplace procedures
- relevant legislation and workplace procedures

- relevant authority to vehicle search procedures, in the context of search and seizure of prohibited and unauthorised items
- selecting and using relevant search and other equipment
- documenting and reporting outcomes of search procedures
- unauthorised and illegal items and substances in accordance with organisation's policies, procedures and legal requirements
- analysis and observation techniques in vehicle searches for prohibited and unauthorised items
- relevant procedures in the process of seizing prohibited and unauthorised items to limit of authority
- notification processes of results in accordance with regulatory requirements and workplace procedures
- effective communication techniques with others when following vehicle search security procedures
- documentation and recording processes for vehicle search details
- response plan and procedures for damaged property associated with vehicle search
- systematic search techniques.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0007 Control access to and exit from a security sensitive area

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 control access to and exit from, a security sensitive area, in compliance with relevant regulatory requirements and national operating standards.

It includes: managing persons; inspecting articles; and managing access control systems in a security sensitive area operating environment.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational and commercial activities across a variety of operational contexts within the Australian aviation industry and maritime environment.

Screening is performed independently or under limited supervision until accredited as a screener then as a single operator or within a team 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 Manage persons to enter a security sensitive area

- 1.1** Appropriate personal protective equipment is selected and used in accordance with workplace procedures
- 1.2** Identification details of persons entering security sensitive areas are verified in accordance with legislative requirements and workplace procedures
- 1.3** Entry validations are issued and collected in accordance with workplace procedures
- 1.4** Incidents that infringe or breach workplace procedures are acted on, reported and recorded in accordance with legislative requirements and workplace procedures
- 1.5** Persons are received in a professional and courteous manner and processed in accordance with workplace procedures
- 1.6** Relevant documentation is maintained in accordance with the organisation's transport security program
- 1.7** Persons whose identification details cannot be verified are processed in accordance with legislative requirements and workplace procedures

2 Inspect articles to enter a security sensitive area

- 2.1** Requests to inspect baggage are made in accordance with legislative requirements and workplace procedures
- 2.2** Inspections are carried out in accordance with legislative requirements and workplace procedures
- 2.3** Prohibited items or weapons found during inspections are dealt with in accordance with legislative requirements and workplace procedures
- 2.4** Notification of the detection of prohibited items or weapons found during inspection is carried out in accordance with legislative requirements and workplace procedures
- 2.5** Persons refusing inspection requests are reported and processed in accordance with legislative requirements and workplace procedures

3 Manage access control systems in a security

- 3.1** Keys and access control devices for security sensitive areas are controlled, recorded, monitored and reconciled

sensitive area

in accordance with workplace procedures

- 3.2 Barriers are operated and controlled in accordance with workplace procedures
- 3.3 Control systems to secure security sensitive areas are operated in accordance with manufacturer instructions and workplace procedures
- 3.4 Keypad and alarm entry systems for security sensitive areas are activated and deactivated in accordance with workplace procedures
- 3.5 Relevant documentation is maintained 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2006 Control access to and exit from an airside security zone or landside security zone at an airport.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0007 Control access to and exit from a security sensitive area

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying customer service standards
- communicating effectively with others
- completing relevant documentation
- conducting an inspection of articles carried
- identifying and correctly using relevant equipment
- identifying and verifying ID cards of persons wishing to enter a security zone within a security sensitive area
- identifying irregularities in security-related documentation and identification checks, and taking appropriate action
- identifying, selecting and following the organisation's transport security program
- identifying, selecting, using and routinely checking relevant equipment and systems, and recording required information
- implementing contingency procedures in a security issue or a breach of the legislation
- managing incoming and outgoing persons in accordance with workplace procedures
- modifying activities depending on workplace contingencies, risk situations and environments
- monitoring and anticipating security issues and risks that may arise from controlling access to and exit from security sensitive areas at an airport and taking appropriate action
- observing and monitoring the behaviour of persons in and around security controlled areas in a transport security environment
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- selecting and using appropriate communications and computing equipment
- taking correct action during an infringement or breach of workplace procedures
- taking appropriate initiative concerning security issues and breaches, within limits of own role and responsibility
- using security systems and barriers correctly, to maintain security of transport security sensitive areas

- using documentation correctly, in accordance with workplace procedures
- working collaboratively and liaising with others on matters relevant to the control of access to and exit from security sensitive areas security sensitive areas.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- alarm systems and locations for security sensitive areas security sensitive areas
- communication codes for security sensitive areas security sensitive areas
- procedures and protocols for operating communications and computing equipment in security sensitive areas
- appropriate actions to resolve and/or avoid issues when controlling access to and exit from security sensitive areas
- features, operating principles and processes for security systems used in an airside security zone or landside security zone at an airport
- features, operating principles and processes for security systems used in a landside security zone at a port
- information contained on personal ID cards
- organisation's transport security program and associated security policies and procedures
- relevant legislative requirements
- entry validation including:
 - temporary pass
 - voucher for access or parking
- process for verifying and reporting on ID checks including:
 - aviation security identification cards (ASIC)
 - maritime security identification cards (MSIC)
 - visitor identification cards (VIC)
 - temporary aircrew cards (TAC)
- identification must include:
 - aviation security identification card (ASIC)
 - maritime security identification card (MSIC)
 - identification (ID) card
 - industry specific card
 - visitor identification card (VIC)
 - temporary aircrew card (TAC)
- processes and procedures for controlling access to security sensitive areas as detailed in the organisation's transport security program
- reporting requirements for security issues and breaches of transport security
- risk factors and risk management strategies that may exist when controlling access to and exit from security sensitive areas

- sections of the Act, the regulations and any notices made under the Act and the regulations, relevant to controlling access to and exit from security sensitive areas
- site layout and workplace procedures for relevant security zones
- typical issues that may occur when controlling access to and exit from security sensitive areas
- workplace procedures and policies.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 and communications equipment currently used in industry.
- personal protective equipment including:
 - earmuffs
 - headwear
 - safety vest
 - sun protection
- barriers include:
 - airlock systems
 - computerised entry systems
 - keypads and card entry systems
 - remotely operated doors
 - security turnstiles
 - shutters and gates
 - tensa barriers within a terminal building
 - traffic barriers.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0008 Establish and maintain a sterile sensitive area

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 establish and maintain a sterile sensitive area at a security-controlled area, in compliance with relevant regulatory requirements and national operating standards.

It includes: establishing sterile sensitive area; recognising and reporting a breach; and completing required documentation.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 Establish sterile sensitive area | <p>1.1 Sterile sensitive areas are established as required in accordance with workplace procedures</p> <p>1.2 Sterile sensitive areas are re-established following a breach, evacuation or equipment failure as required, in accordance with workplace procedures</p> |
| 2 Recognise and report a breach | <p>2.1 Breaches or potential breaches of sterile sensitive areas are recognised</p> <p>2.2 Breaches or potential breaches are reported to designated personnel in accordance with the organisation's transport security program and workplace procedures</p> <p>2.3 Information about breaches or potential breaches is collected in accordance with workplace procedures</p> <p>2.4 Nature of breaches or potential breaches is determined in accordance with the organisation's transport security program and workplace procedures</p> <p>2.5 Appropriate action is taken on a breach in accordance with the organisation's transport security program and workplace procedures</p> |
| 3 Complete required documentation | <p>3.1 Record of actions taken to establish and/or re-establish a sterile sensitive area are completed, in accordance with the organisation's transport security program and workplace procedures</p> <p>3.2 Records of a breach, potential breach, evacuation or equipment failure in a sterile sensitive area are completed, in accordance with the organisation's transport security program and workplace procedures</p> <p>3.3 Written reports of a breach, potential breach, evacuation or equipment failure and related action to re-establish a sterile sensitive area, are completed and referred to designated personnel in accordance with the organisation's transport security program and workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2007 Establish and maintain a sterile sensitive area at an airport.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0008 Establish and maintain a sterile sensitive area

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- communicating effectively with others
- identifying and correctly using relevant equipment
- identifying and establishing a sterile sensitive area at an airport in accordance with workplace procedures
- modifying activities depending on workplace contingencies, risk situations and environments
- planning, organising and monitoring work activities providing leadership and working collaboratively with others
- reading, clarifying and applying the relevant regulations and workplace procedures as they relate to the establishment of a sterile sensitive area at an airport and its re-establishing following either an intentional or unintentional breach, evacuation or equipment failure
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- taking appropriate initiative with the organisation's standard operating procedures
- using appropriate communications equipment
- using appropriate customer service skills
- using correct recording system, accurately report on a breach, evacuation or equipment failure and when establishing and maintaining a sterile sensitive area at an airport.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- action to be taken in a breach, evacuation or equipment failure in a sterile sensitive area and its subsequent re-establishment
- transport security program procedures and policies applicable to establishing a sterile sensitive area and its re-establishment following an intentional or unintentional breach, evacuation or equipment failure
- breach of a sterile sensitive area – unauthorised entry of persons or articles into a sterile

sensitive area

- breaches of a sterile sensitive area include:
 - breach at a screening point where there is immediate detection of the unauthorised person/s concerned
 - breach at an access point (other than a screening point) where there is immediate detection of the unauthorised person/s concerned
 - breach at an access point where the unauthorised person/s concerned is under constant observation
 - breach at an access point (other than a screening point) where the unauthorised person/s concerned is under constant observation
 - where the unauthorised person/s concerned is not under constant supervision and the area of the breach can be isolated
 - where the unauthorised person/s concerned is not under constant supervision and the area of the breach cannot be isolated
- information about breaches or potential breaches include:
 - details and description of the person/s breaching security
 - details of the affected area
 - estimated number of persons in the affected area
 - breach particulars including where it occurred
 - time of breach
- customer service standards and techniques to be applied when establishing and maintaining a sterile sensitive area in a transport security protection environment
- intentional breach of a sterile sensitive area – where person/s causing a breach intended to avoid screening or where there is doubt as to the intention of person/s causing a breach
- notification requirements in a breach of a sterile sensitive area, evacuation or equipment failure and subsequent re-establishment of a sterile sensitive area
- regulations relevant to establishing a sterile sensitive area in an aviation environment and its re-establishment following either an intentional or unintentional breach, evacuation or equipment failure
- reporting requirements as detailed in the organisation's transport security program
- roles, functions and responsibilities of transport security protection screening personnel for establishing a sterile sensitive area in an aviation environment
- site layout, organisational structure and workplace procedures for a transport sterile sensitive area and related access, exit and security screening points
- sterile sensitive area – a zone established to prevent cleared persons in the zone coming into contact with persons who have not been cleared, and to prevent cleared persons getting access to anything from outside the zone that has not been cleared
- sterile sensitive areas to be searched:
 - areas accessible to the public such as toilets, concession stands and areas, eating areas, open aerobridges, parenting rooms, gate lounges, passenger lounges
 - planter boxes
 - rubbish bins
 - under seating and tables

- applicable legislation, regulations and codes must include:
 - current Aviation Transport Security Act and
 - current Aviation Transport Security Regulations
 - notices made under the Act and the Regulations
 - organisation's transport security program
 - Maritime Security Act and Regulations
- typical issues that may occur when establishing a sterile sensitive area at an airport and re-establishing it following either an intentional or unintentional breach, evacuation or equipment failure, and appropriate action that can be taken to resolve and avoid these issues.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0009 Identify and handle weapons, explosives and prohibited items

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 identify and handle weapons, explosives and prohibited items in compliance with relevant regulatory requirements and national operating standards.

It includes: taking custody of weapons, explosives and prohibited items, securing and or disposing of prohibited items, securing and maintaining weapons and reporting and recording documentation.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational and commercial activities across a variety of operational contexts within the Australian aviation industry and maritime environment.

Screening is performed independently or under limited supervision until accredited as a screener then as a single operator or within a team 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 Take custody of weapons, explosives and prohibited items

- 1.1 Identify and apply safe handling, storage and security requirements for weapons, explosives and prohibited items
- 1.2 Identify and apply procedures for making firearms and other weapons safe for processing, transportation or storage.
- 1.3 Maintain personal safety in relation to handling weapons, explosives and prohibited items
- 1.4 Identify and follow workplace procedures relating to accidental discharge of firearms and incidents involving other weapons as required.
- 1.5 Maintain up-to-date knowledge of procedures for reporting and dealing with injury and apply in accordance with regulatory requirements and workplace processes
- 1.6 Identify situations requiring assistance and request support promptly

2 Secure and maintain weapons

- 2.1 Identify and follow care and storage requirements for weapons, explosives and prohibited items
- 2.2 Maintain or dispose of weapons, explosives and prohibited items in accordance with regulatory requirements and workplace procedures

3 Reporting and recording documentation

- 3.1 Follow reporting and recordkeeping procedures for the confiscation of weapons, explosives and prohibited items
- 3.2 Identify and follow procedures for reporting loss, damage or theft of weapons, explosives and prohibited items from storage facility

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 is a new unit.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0009 Identify and handle weapons, explosives and prohibited items

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying safe handling techniques of weapons, explosives and prohibited items in accordance with regulatory requirements, and workplace procedures
- rendering safe a variety of weapons and firearm types
- applying safety and environmental procedures relating to firearms, ammunition and other weapons
- reading and applying complex information from legislation and procedures
- using communication to confirm information and requirements and seek assistance
- identifying hazards and applying appropriate WHS/OHS/OSH procedures and relevant regulatory requirements
- applying relevant housekeeping standards and procedures in the storage and care of weapons, explosives and prohibited items
- communicating effectively with others
- recording and reporting weapon, explosives and prohibited items movement to relevant authorities.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- a variety of weapons, firearm types, munitions and prohibited items
- requirements for handling firearms and other weapons
- responsibility as first on the scene for seeking assistance and rendering first aid in the event of incidents causing injury
- state/territory and Commonwealth legislation relating to firearms, weapons, explosives and prohibited items
- hierarchy of control
- procedures for handling and storage of identified weapons, explosives, prohibited items

- disposal and storage processes in accordance with regulatory requirements
- completing relevant documentation
- law enforcement officers and other government officers, their roles and responsibilities within a transport security workplace.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0010 Identify powders, liquids, aerosols and gels (PLAGs)

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 identify powders, liquids, aerosols and gels (PLAGs) in compliance with relevant regulatory requirements and national operating standards.

It includes assessing PLAGs and completing disposal requirements for PLAGs.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security search duties, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational, aviation, maritime and transport activities across a variety of operational contexts within the Australian transport security 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.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Assess PLAGs**
 - 1.1** Relevant passengers are checked for PLAGs in accordance with regulatory requirements and workplace procedures
 - 1.2** Courteous, professional manner is maintained when checking passengers for PLAGs in accordance with workplace procedures
 - 1.3** Types of PLAGs are identified from labels, declarations and observation, in accordance with regulatory requirements and workplace procedures
 - 1.4** Types of exempt PLAGs are identified from labels, declarations and observation, in accordance with regulatory requirements and workplace procedures
- 2 Complete disposal requirements for PLAGs**
 - 2.1** Surrendered PLAGs products are handled with due care and placed in appropriate receptacle in accordance with regulatory requirements and workplace procedures
 - 2.2** Surrendered PLAGs products are disposed of in accordance with regulatory requirements and workplace procedures
 - 2.3** Documentation for disposed surrendered PLAGs products is completed in accordance with regulatory requirements and workplace procedures
 - 2.4** Relevant regulatory authorities are notified of result in accordance with regulatory requirements and 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.

Unit Mapping Information

This is a new unit of competency

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0010 Identify powders, liquids, aerosols and gels (PLAGs)

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying appropriate methods for checking of PLAGs passengers including to infants or children and people with specific needs
- communicating effectively with people
- presenting a professional image to members of the public and colleagues during searches for PLAGs
- identifying and interpreting relevant documentation and labelling, containers and goods coding, markings and other information describing PLAGs, in accordance with regulatory requirements and practices
- identifying and interpreting relevant documentation and labelling, containers and goods coding, markings and other information describing exempt PLAGs
- handling PLAGs in accordance with regulatory requirements, codes and workplace procedures as required
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- modifying activities depending on workplace contingencies, risk situations and environments
- handling and storage of PLAGs in accordance with regulatory requirements, and workplace procedures
- disposing of PLAGs in accordance with regulatory requirements, and workplace procedures
- complying with regulatory requirements and completing documentation processes regarding disposal of PLAGs
- reporting to relevant authorities promptly, in accordance with workplace procedures.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- customer service standards and techniques to be applied when identifying PLAGs from persons in a transport security environment

- risks and hazards when handling PLAGs, and related precautions to control the risk
- Work Health and Safety (WHS)/Occupational Health and Safety (OHS)/Occupational Safety and Health (OSH) procedures and guidelines
- workplace transport security standard operating procedures and policies applicable to obtaining PLAGs from persons in a Transport security environment
- disposal and storage processes of PLAGs in accordance with regulatory requirements
- preparation of relevant documentation and maintenance of records
- law enforcement officers and other government officers, their roles and responsibilities within a transport security workplace.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

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

AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment

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 transport security protection workplaces, in compliance with relevant regulatory requirements 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 within transport security protection environments.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 are taken to resolve the situation in accordance with regulatory requirements
- 1.3** Incidents that breach transport security requirements are identified and appropriate action is taken
- 1.4** Surveillance equipment is operated within legal and workplace parameters
- 1.5** Hazards are identified, risks are assessed and hazard management is implemented

2 Identify and resolve disruptive or unlawful interference

- 2.1** Nature of disruptive behaviour or unlawful interference is accurately assessed and incident is 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 is a new unit of competency.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0011 Manage disruptive behaviour and unlawful interference within a transport security environment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) /Occupational Safety and Health (OSH) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 conforming to industry and WHS/OHS/OSH standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- by-laws and service rules as they apply to disruptive behaviour and unlawful interference with aviation
- common law as it applies to disruptive behaviour and unlawful interference with aviation
- legal and workplace parameters regarding unlawful interference within transport security protection environments
- methods to identify and resolve disruptive behaviours:
 - aggression
 - arguments
 - confusion or other cognitive impairment
 - drunken behaviour
 - fare evasion
 - graffiti
 - hostilities
 - intoxication
 - intrusive behaviour
 - manipulation
 - noisiness
 - not complying with aviation transport security regulations
 - not complying with no smoking signs
 - physical abuse
 - self-destructive behaviour
 - verbal abuse
 - wandering
- strategies for dealing with behaviours of concern
- issues needing to be referred to an appropriate professional
- legal and ethical consideration relevant to recognising and responding to behaviours of concern including:
 - duty of care
 - human rights
 - work health and safety
- organisation reporting processes
- methods to identify and resolve unlawful interference within transport security environment workplaces including:
 - applicable to aviation transport security protection only
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft,

- or any person on board or outside the aircraft, at risk
- placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
- putting the safety of an aircraft at risk by communicating false or misleading information
- putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
- taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- applicable to maritime security protection only
 - causing damage to a vessel that is in service that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - committing an act at a port, or causing any interference or damage, that puts the safe operation of the port, or the safety of any person at the port, at risk
 - destroying a vessel that is in service
 - doing anything on board a vessel that is in service that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - placing, or causing to be placed, on board a vessel that is in service anything that puts the safety of the vessel, or any person on board or outside the vessel, at risk
 - putting the safety of a vessel at risk by communicating false or misleading information
 - putting the safety of a vessel at risk by interfering with, damaging or destroying navigation facilities
 - taking control of a vessel by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- procedures for managing disruptive behaviour and unlawful interference with aviation
- relevant WHS/OHS/OSH and environmental protection procedures and guidelines
- relevant state/territory regulations and requirements for managing disruptive and unlawful behaviour on transport systems
- risks and hazards when managing disruptive behaviour and unlawful interference with aviation and related actions to control the risk.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0012 Manage the flow of items for screening by X-ray screening equipment

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 the flow of items for screening by X-ray screening equipment, in compliance with relevant regulatory requirements and national operating standards.

It includes: monitoring item flow; controlling loading of X-ray equipment; providing assistance to persons with specific needs; and processing a diplomatic bag.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 item flow

1.1 Flow of items is monitored and appropriate action is taken to maintain a steady flow through X-ray screening equipment

1.2 Customer service standards and procedures are applied when controlling flow of items through X-ray screening equipment

1.3 Issues interfering with flow of items through X-ray screening equipment are identified and appropriate action is taken to resolve issues concerned

2 Control loading of X-ray equipment

2.1 Loading of items onto X-ray belt is controlled in accordance with legislative requirements and workplace procedures

2.2 Appropriate advice is provided about items likely to be identified by screening equipment, in accordance legislative requirements with workplace procedures

2.3 Appropriate assistance is provided to help persons place their carry-on bags and personal effects on X-ray belt, in accordance with workplace procedures

2.4 Physical position of items is controlled in accordance with workplace procedures

3 Provide assistance to persons with specific needs

3.1 Persons with specific needs are identified and assisted in accordance with workplace procedures

3.2 Persons with specific requirements are appropriately assisted to enter screening point in accordance with workplace procedures

4 Process a diplomatic bag

4.1 Items with diplomatic status are identified and verified

4.2 Items with diplomatic status are processed 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2008 Manage the flow of items for screening by X-ray screening equipment.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0012 Manage the flow of items for screening by X-ray screening equipment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- communicating effectively with others
- completing relevant documentation
- controlling loading of X-ray equipment
- identifying, selecting, using and routinely checking relevant equipment, processes and procedures when managing the flow of items through X-ray screening equipment and controlling how persons place items on the X-ray belt in an aviation environment
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures /Occupational Safety and Health (OSH) and relevant regulations
- modifying activities in response to workplace contingencies, risk situations and environments
- monitoring item flow correctly through X-ray screening equipment
- processing a diplomatic bag
- providing accurate advice to persons moving through a screening point on metallic items likely to be picked up by the screening equipment
- providing appropriate assistance to persons with specific needs including:
 - attendant needs such as travelling with a carer
 - medical needs such as requiring oxygen equipment
 - physical mobility needs such as using walking aids or a wheelchair
 - vision or hearing impairment needs such as using a service animal or assistive technologies
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly, in accordance with workplace procedures
- using appropriate customer service skills
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of

the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Screening Notices, such as those outlining the methods and techniques for controlling how persons place personal items on the X-ray belt
- legislative requirements including:
 - applicable to aviation transport security protection only
 - current Aviation Transport Security Act (and amendments)
 - current Aviation Transport Security Regulations
 - notices made under the Aviation Transport Security Act and the Regulations
 - organisation's transport security program as approved under the Aviation Transport Security Act
 - other regulations relating to security screening at an airport
 - applicable to maritime transport security protection only
 - current Maritime Transport and Offshore Facilities Security Regulations 2003
 - notices made under the Regulations
 - organisation's transport security program as approved
- methods, techniques and equipment involved in managing the flow of items through a screening point in a transport security environment
- organisation's transport security program procedures and policies applicable to managing the flow of items through X-ray screening equipment
- policies and procedures for processing diplomatic bags through a screening point
- policies and procedures for screening persons with specific needs
- procedures for screening of special items such as medical equipment or organ tissue samples
- sections of the regulations relevant to screening passengers and baggage in an aviation environment including notices made under regulations
- site layout, organisational structure and workplace procedures for aviation transport security screening
- social and cultural issues that may impact on X-ray screening processes such as:
 - dress and personal presentation
 - food preferences
 - gender and gender identity
 - language
 - religion
 - social conventions
 - traditional practices
 - values and beliefs
- typical issues that may occur when managing the flow of items through X-ray screening equipment and appropriate action that can be taken to resolve and/or avoid these issues
- X-ray screening equipment with threat image projection system capability, which is capable of differentiation between organic and inorganic material.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0013 Operate body scanner

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 operate a body scanner, in compliance with relevant regulatory requirements and national operating standards.

It includes: planning and preparing to operate scanner; scanning people; responding to detection of prohibited or unauthorised items; and applying body scanner maintenance and reporting processes.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational and commercial activities across a variety of operational contexts within the Australian aviation industry and maritime environment.

Screening is performed independently or under limited supervision until accredited as a screener then as a single operator or within a team 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

Elements describe the essential

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Plan and prepare to operate scanner | 1.1 Regulatory requirements relevant to scanning people at security sensitive areas are identified and complied with |
| | 1.2 Body scanner is tested and calibrated in accordance with manufacturer instructions and workplace procedures |
| | 1.3 Body scanner safety risks are identified and controlled during set up and testing, in accordance with workplace procedures |
| 2 Scan people | 2.1 Orderly flow of people is maintained through scanning point in accordance with workplace procedures |
| | 2.2 Courteous, professional and sensitive communications are used to assist persons through scanning process |
| | 2.3 Infants and people with specific needs are identified and accommodated in accordance with workplace procedures |
| | 2.4 Potential causes of delays are identified, communicated to relevant personnel and acted on to minimise their impact |
| | 2.5 Action is taken in response to persons not consenting to be scanned in accordance with workplace procedures |
| 3 Respond to detection of prohibited or unauthorised items | 3.1 Workplace procedures are followed in response to the detection of suspected weapons, explosives, prohibited items |
| | 3.2 Prohibited items are handled and stored in accordance with legislative requirements and workplace procedures |
| 4 Apply body scanner maintenance and reporting processes | 4.1 Security risks in security scanning environment are identified and reported in accordance with regulatory requirements and workplace procedures |
| | 4.2 Relevant documentation is completed accurately and succinctly in accordance with regulatory requirements and workplace procedures |
| | 4.3 Faulty equipment is identified and reported to relevant personnel in accordance with workplace procedures |
| | 4.4 Body scanner maintenance requirements are identified and implemented in accordance with workplace procedures |

- 4.5** Body scanner is shut down 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.

Unit Mapping Information

This is a new unit of competency.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0013 Operate body scanner

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying relevant regulatory requirements and workplace procedures in handling and storage of weapons, explosives and prohibited items
- checking, setting up body scanner and testing to ensure detection process is calibrated
- communicating effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- complying with applicable legislative requirements applicable to own work environment and role when setting up and operating body scanner
- complying with applicable regulatory requirements and workplace procedures
- conducting and applying routine maintenance techniques
- conducting and applying shut down procedure
- conducting pre-operational checks
- ensuring correct position and process of persons undergoing body scanner process
- identifying and controlling workplace hazards and risks
- identifying body scanner failure during testing
- identifying faults and determining appropriate repair or replacement action
- identifying potential security risks or incidents relevant to using body scanners
- identifying weapons, explosives, prohibited items accurately
- maintaining goodwill and professionalism when dealing with people at scanning point
- modifying approaches in accordance with legislative requirements and workplace procedures when screening infants, children and persons with specific needs
- monitoring and anticipating operational problems and hazards that could cause delays for passengers at screening point and taking appropriate action in implementing contingency plans
- preparing documentation and maintaining records
- presenting a professional image to members of the public and colleagues
- recognising suspicious behaviour and responding in accordance with regulatory requirements
- selecting and using required personal protective equipment conforming to industry and WHS/OHS/OSH standards
- using correct techniques and procedures in accordance with work health and safety (WHS)/occupational health and safety (OHS)/Occupational, Safety and Health (OSH)

procedures, legislative requirements and workplace procedures

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- operational principles of body scanner
- workplace procedures to be followed when body scanner does not meet the required standard during testing
- WHS/OHS/OSH procedures relevant to setting up and operating body scanner
- emergency and evacuation procedures
- duty of care, code of conduct and code of ethics requirements
- principles of effective communication including interpersonal techniques
- procedures for scanning infants, children and persons with specific needs
- principles of customer service and contributions for minimising delays of passengers
- procedures in response to person/s not consenting to body scan
- procedures for reporting the detection of suspected weapons, explosives, prohibited items
- positive alarm response procedures
- procedures for handling and storage of identified weapons, explosives, prohibited items
- manufacturer instructions and workplace procedures
- maintenance procedures

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in

industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0014 Screen articles by interpreting X-ray images

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 screen articles by interpreting X-ray images at a transport security protection workplace, in compliance with relevant regulatory requirements and national operating standards.

It includes: setting up and testing X-ray screening equipment; operating X-ray screening equipment; interpreting X-ray images; and taking appropriate action when weapons, explosives and prohibited items are detected.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 Set up and test X-ray screening equipment | <p>1.1 X-ray screening equipment is set up in accordance with workplace procedures</p> <p>1.2 Required daily X-ray screening equipment tests are carried out in accordance with workplace procedures</p> <p>1.3 X-ray screening equipment safety risks are identified and controlled during set up and testing, in accordance with workplace procedures</p> |
| 2 Operate X-ray screening equipment | <p>2.1 X-ray equipment is operated in accordance with workplace procedures</p> <p>2.2 X-ray screening equipment safety risks are identified and controlled during operation, in accordance with workplace procedures</p> |
| 3 Interpret X-ray images of screened articles | <p>3.1 X-ray images of screened articles are interpreted in accordance with workplace procedures</p> <p>3.2 Image enhancement functions are used effectively in accordance with workplace procedures</p> <p>3.3 Colours on X-ray image are correctly interpreted in accordance with workplace procedures</p> <p>3.4 Article shapes and sizes on X-ray image are correctly interpreted in accordance with workplace procedures</p> <p>3.5 Prohibited items, weapons and explosives on X-ray image are correctly detected in accordance with workplace procedures</p> |
| 4 Take appropriate action when weapons, explosives and prohibited items are detected | <p>4.1 Suspected explosives are reported to screening point supervisor and appropriate action is taken, in accordance with legislative requirements and workplace procedures</p> <p>4.2 Suspected weapons or prohibited items are reported to screening point supervisor and appropriate action is taken, in accordance with legislative requirements and workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2009 Screen articles by interpreting X-ray images.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0014 Screen articles by interpreting X-ray images

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- communicating effectively with others
- completing relevant documentation
- identifying, selecting, using and routinely checking relevant equipment, processes and procedures when using X-ray screening equipment in a transport security protection screening environment
- identifying and responding to screening equipment failure during testing
- identifying and responding to screening equipment failures during screening of articles at an airport
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures /Occupational Safety and Health (OSH) and relevant regulations
- manipulating X-ray images using enhancement functions to identify weapons and prohibited items correctly
- modifying activities in response to different workplace contingencies, risk situations and environments
- operating X-ray screening equipment correctly in accordance with workplace procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- responding to and reporting security incidents and/or suspected presence of weapons, explosives and prohibited items detected using X-ray screening equipment at an airport
- taking appropriate action when X-ray screening equipment identifies a weapon, explosive or prohibited item
- using correct procedures, set up and test X-ray screening equipment while meeting WHS/OHS/OSH requirements
- using X-ray screening equipment accurately to detect and identify prohibited weapons, explosives or prohibited items in articles being screened
- working collaboratively and liaising with others when interpreting X-ray images at an airport.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- components, operating principles and characteristics of typical weapons, explosives and prohibited items that may be contained in articles being screened
- features of X-ray images that indicate the possible presence of weapons, explosives or prohibited items in articles, including the meaning of colour (metals, organics and inorganics), shape and size
- Legislative requirements including:
 - applicable to aviation transport security protection only
 - current Aviation Transport Security Act (and amendments)
 - current Aviation Transport Security Regulations
 - notices made under the Aviation Transport Security Act and the Regulations
 - organisation's transport security program as approved under the Aviation Transport Security Act
 - other regulations relating to security screening at an airport
 - applicable to maritime transport security protection only
 - current Maritime Transport and Offshore Facilities Security Regulations 2003
 - notices made under the Regulations
 - organisation's transport security program as approved
- methods, techniques and equipment involved when using X-ray screening equipment to screen articles
- organisation's transport security procedures and policies applicable for using X-ray screening equipment to screen articles
- peculiarities and limitations of the X-ray imaging process and how to overcome these using workplace procedures when interpreting X-ray images of articles
- prohibited items and weapons as outlined in legislation
- relevant law enforcement agency contacts details
- reporting requirements as detailed in the organisation's transport security program and workplace procedures for security incidents
- reporting requirements for detecting the presence of weapons, explosives or prohibited items using X-ray equipment
- roles and responsibilities of airline and airport staff, law enforcement officers and/or other government officers in a transport security protection environment
- sections of the legislation relevant for using X-ray screening equipment to screen personal effects and checked baggage in a transport security protection environment
- site layout, organisational structures, organisation's transport security program and associated workplace procedures in a transport security protection screening environment
- threat image projection system capability – a software program capable of projecting virtual images of threat articles such as a gun, knife, or improvised explosive device within the X-ray image of a bag under examination and of providing immediate feedback to observer

- transport security procedures to be followed when an item cannot be cleared using X-ray screening equipment
- typical issues that may occur when using X-ray equipment to screen articles at an airport and appropriate action to take to resolve and avoid these issues
- WHS/OHS/OSH requirements relevant to setting up and operating X-ray screening equipment
- workplace procedures for carrying out daily, weekly or monthly tests of X-ray screening equipment
- workplace procedures to be followed when screening equipment does not meet the required standard during testing
- workplace procedures to be followed when screening equipment fails during screening of articles to enter a security zone.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry
- X-ray screening equipment includes:
 - X-ray screening equipment that has threat image projection system capability and is capable of differentiation between organic and inorganic material
 - single or multi view X-ray equipment.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIO0015 Undertake physical search of cargo and articles

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 conduct cargo and article searches, in compliance with relevant regulatory requirements and national operating standards.

It includes: planning and prepare for cargo or article search; implementing a search; recognising and acting on abnormal situations; and completing post search activities.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to security duties of screening officers, and contributes to safe and effective performance in complex transport security operational environments.

Operations are conducted as part of recreational and commercial screening activities across a variety of operational contexts within the Australian aviation industry and maritime environment.

Screening is performed independently or under limited supervision until accredited as a screener then as a single operator or within a team 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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Prepare for search of cargo**
 - 1.1** Search purpose is identified, and powers confirmed in accordance with regulatory requirements and workplace procedures
 - 1.2** Potential areas where prohibited items might be hidden are assessed in accordance with workplace procedures
 - 1.3** Authority to search and seize prohibited items is verified and obtained in accordance with regulatory requirements and workplace procedures
 - 1.4** Operational plan is developed to address the range of requirements for a search in accordance with regulatory requirements and workplace procedures
 - 1.5** Hazards are identified, and risk control measures are implemented to ensure the search can be conducted safely in accordance with regulatory requirements and workplace procedures
 - 1.6** Requirements for assistance with the search are identified and organised in accordance with regulatory requirements and workplace procedures
- 2 Implement search of cargo**
 - 2.1** Search of designated cargo is conducted systematically in accordance with regulatory requirements and workplace procedures
 - 2.2** Relevant search equipment and resources are used in accordance with workplace procedures and manufacturer requirements
 - 2.3** Search is undertaken in accordance with lead agency requirements, where assistance is obtained
 - 2.4** Records of the search process, items and/or evidence uncovered in the search, and subsequent action are made in accordance with regulatory requirements and workplace procedures.
- 3 Conduct seizure of prohibited items**
 - 3.1** Seizure of prohibited items is considered, justified and undertaken in accordance with regulatory requirements and workplace procedures
 - 3.2** Evidence associated with prohibited items and relevant information is seized and dealt with in accordance with regulatory requirements and workplace procedures
 - 3.3** Prohibited items are removed, secured and disposed of if

- required in accordance with regulatory requirements and workplace procedures
- 3.4** Safety of self and other personnel associated with search is maintained in accordance with regulatory requirements and workplace procedures
- 4 Complete post search activities**
- 4.1** Records associated with the search and seizure of prohibited items are completed and reported to relevant personnel in accordance with regulatory requirements and workplace procedures
- 4.2** Follow up actions are identified, recorded and acted upon as required in accordance with regulatory requirements and workplace procedures
- 4.3** Third party claims relating to seized items and property damage are undertaken in accordance with regulatory requirements and 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.

Unit Mapping Information

This is a new unit of competence

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIO0015 Undertake physical search of cargo and articles

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying relevant legislation and workplace procedures
- identifying potential areas to hide prohibited items within search parameters in accordance with security procedures
- applying relevant authority to physical search of premises procedures, in the context of search and seizure of prohibited and unauthorised items
- determining range of requirements relating to search parameters and ensuring inclusion in operational plan
- identifying and applying risk mitigation strategies in line with the physical search of premises
- identifying and using communication to confirm information and requirements for further assistance
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- using safe, thorough and systematic search techniques
- selecting and using relevant search and other equipment
- following directions of lead agency in accordance with regulatory requirements and workplace procedures
- documenting and reporting process and outcomes of search procedures
- applying relevant procedures in the process of seizing prohibited and unauthorised items to limit of authority
- undertaking analysis and observation during search for prohibited and unauthorised items
- following relevant regulatory requirements and workplace procedures for the removal and storage of prohibited items
- conforming to industry and WHS/OHS/OSH standards
- identifying and controlling workplace hazards and risks
- documenting and recording search details in accordance with regulatory requirements
- reporting notification of results promptly, in accordance with regulatory requirements and workplace procedures
- following established response plan and procedures to damaged property associated with search.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- applicable transport security legislation including relevant international, national, state/territory acts, regulations codes and/or guidelines
- operational plans
- work health and safety policies related to hazards associated with searches
- hierarchy of control
- workplace transport security standard operating procedures and policies applicable to seizure of prohibited items in a transport security environment
- recording procedures
- property damage reporting procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

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

AVIO0016 Manage security procedures as pilot in command

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 security procedures as pilot in command (PIC) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes assessing security and safety risks, carrying out surveillance of flight safety and security, and managing unlawful interference with aviation as PIC.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to aviation security duties of a PIC 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 and without 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 Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Assess security and safety risks | <p>1.1 Assessments of potential risks to the security and safety of flight, personnel, facilities, information and equipment are made considering internal and external factors</p> <p>1.2 Relative risks from a range of sources are assessed and compared with existing aviation security and safety measures</p> <p>1.3 Safety and security risk control measures are implemented as PIC using procedures, policies and regulations applicable to aviation security and safety</p> |
| 2 Carry out surveillance of flight safety and security | <p>2.1 Routine and on-occurrence monitoring of aircraft safety and security is conducted in accordance with workplace procedures and regulatory requirements</p> <p>2.2 Breaches of safety and security are identified, management action is initiated to resolve issues, and incident is reported in accordance with workplace procedures and regulatory requirements</p> |
| 3 Manage unlawful interference with aviation PIC | <p>3.1 Passenger behaviour is continuously monitored for potential and/or actual indications of unlawful interference</p> <p>3.2 Disruptive passenger behaviour and/or unlawful interference is identified and resolved using a range of strategies and methods</p> <p>3.3 Action to manage unlawful interference is taken within scope of own and regulatory authority as PIC</p> <p>3.4 Unlawful interference with aviation incidents is reported and documented in accordance with organisational and regulatory requirements</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO0001 Manage security procedures as pilot in command.

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>

Assessment Requirements for AVIO0016 Manage security procedures as pilot in command

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures while managing security procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- identifying and resolving at least one incidence of unlawful interference with aviation as pilot in command (PIC):
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
 - destroying an aircraft that is in service
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments

- monitoring passenger behaviour consistent with individual work role
- operating electronic communications equipment to required protocol while managing security procedures
- reporting and documenting unlawful interference with aviation
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying any problems, fault 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 standards
- working collaboratively with others when managing security procedures and unlawful interference with aviation
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aviation transport security regulations, policies and procedures as they apply to managing security procedures as PIC
- behaviour of terrorists in aviation environments
- flight deck and cabin procedures to protect the aircraft
- identification of potential and actual security breaches and/or threats to flight safety
- importance of security and safety in domestic and international aviation transport
- individual defensive techniques and personal defence strategies
- least risk bomb locations for aircraft
- legal and workplace parameters as they apply to managing security procedures as PIC
- disruptive passenger behaviours, including:
 - arguments
 - hostilities
 - fare evasion
 - verbal abuse
 - physical abuse
 - graffiti
 - lack of compliance with no smoking signs
 - lack of compliance with aviation transport security regulations
 - drunken behaviour
- unlawful interference with aviation, including:
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation

- or by any trick or false pretence
- destroying an aircraft that is in service
- causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
- doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
- placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
- putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
- putting the safety of an aircraft at risk by communicating false or misleading information
- committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
- nature and types of safety and security risks, including:
 - bomb threats
 - breaches of physical/electronic security
 - commercial security
 - domestic security issues
 - enterprise security
 - international security situation
 - political environment
 - terrorism threats
- procedures for deliberate or impromptu search of an aircraft
- procedures for managing security and safety procedures as PIC
- processes and methods for reporting security breaches
- relevant WHS/OHS procedures and guidelines
- relevant Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for PIC authority and responsibilities
- risks and hazards when managing security procedures and related actions to control or mitigate security risk
- security identification methods, techniques and policies
- use of non-lethal protective devices to the extent permitted by law
- workplace procedures for surveillance by PIC.

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 must occur in workplace operational situations. Where this is not appropriate,

assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIO0017 Manage disruptive behaviour and unlawful interference with aviation

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>

Assessment Requirements for AVIO0017 Manage disruptive behaviour and unlawful interference with aviation

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- by-laws and service rules as they apply to disruptive behaviour and unlawful interference with aviation
- common law as it applies to disruptive behaviour and unlawful interference with aviation
- legal and workplace parameters with regard to unlawful interference with aviation
- disruptive behaviours, including:
 - arguments
 - hostilities
 - fare evasion
 - verbal abuse
 - physical abuse
 - graffiti
 - not complying with no smoking signs
 - not complying with aviation transport security regulations
 - drunken behaviour
- unlawful interference with aviation, including:
 - causing damage to an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - committing an act at an airport, or causing any interference or damage, that puts the safe operation of the airport, or the safety of any person at the airport, at risk
 - destroying an aircraft that is in service
 - doing anything on board an aircraft that is in service that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - placing, or causing to be placed, on board an aircraft that is in service anything that puts the safety of the aircraft, or any person on board or outside the aircraft, at risk
 - putting the safety of an aircraft at risk by communicating false or misleading information
 - putting the safety of aircraft at risk by interfering with, damaging or destroying air navigation facilities
 - taking control of an aircraft by force, or threat of force, or any other form of intimidation or by any trick or false pretence
- procedures for managing disruptive behaviour and unlawful interference with aviation
- relevant WHS and environmental protection procedures and guidelines
- relevant state/territory regulations and requirements for managing disruptive and unlawful behaviour on transport systems
- risks and hazards when managing disruptive behaviour and unlawful interference with aviation and related actions to control the risk.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIO0018 Use firearms on an aerodrome to control wildlife hazards

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 use firearms on an aerodrome to control wildlife hazards in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes applying safety precautions in the use of firearms, and using appropriate firearms and ammunition to control wildlife hazards.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aerodrome security 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.

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 Apply safety precautions in the use of firearms | <p>1.1 Locations on an aerodrome where firearms may be discharged are identified</p> <p>1.2 Hazards associated with the use of firearms on an aerodrome are identified and managed</p> <p>1.3 Firearm is carried, loaded and discharged in the correct manner</p> <p>1.4 Firearm is cleaned effectively and safely</p> <p>1.5 Firearm faults are reported in accordance with standard operating procedures (SOPs)</p> <p>1.6 Firearm is stored in accordance with regulatory requirements</p> |
| 2 Use appropriate firearms and ammunition to control wildlife hazards | <p>2.1 Appropriate wildlife hazard control measures are selected in accordance with wildlife hazard management plan and SOPs</p> <p>2.2 Cracker shells are used correctly to disperse a flock of birds in accordance with operating procedures</p> <p>2.3 Live shot is used in a safe manner to control wildlife hazards</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2001 Use firearms on an aerodrome to control wildlife hazards.

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>

Assessment Requirements for AVIO0018 Use firearms on an aerodrome to control wildlife hazards

Modification History

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, performance criteria and range of conditions 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
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- performing wildlife control measures in a humane fashion
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using cracker shells and live shot safe, when using firearms on an aerodrome to control wildlife hazards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome manual guidance material

- aerodrome wildlife control zones, including:
 - airside areas
 - landside areas
- emergency procedures
- firearms, including:
 - rifles
 - shotguns
- firearm faults, including:
 - misfires
 - mechanical failure
 - misuse
- procedures for managing and controlling hazardous situations when carrying out work activities
- procedures for safely operating firearms
- procedures for servicing and minor maintenance
- relevant sections of national and state/territory regulatory requirements
- relevant WHS and environmental procedures and regulations
- requirements for completing relevant documentation
- SOPs and control methods for wildlife hazards
- steps involved in planning work activities
- wildlife hazard control equipment, including:
 - ammunition types and storage
 - storage facilities applicable to weapon types
 - applicable classes of firearms
- wildlife hazard management plan.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIO0019 Apply and monitor aviation workplace security procedures

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 apply and monitor aviation workplace security procedures in compliance with relevant regulatory requirements and national operating standards.

This includes checking and monitoring personnel and goods entering a workplace, carrying out surveillance of work areas, dealing with and writing reports on security incidents/emergencies, and completing required documentation.

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 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.

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 Check and monitor personnel and goods entering a workplace

1.1 Entry and/or exit of personnel and vehicles are checked to prevent improper entry or unlawful removal of goods and cargo in accordance with workplace operational procedures and statutory authority regulations

1.2 Potential breaches of security that may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures

1.3 Security measures are applied in the workplace in accordance with legislative requirements and the organisation's aviation transport security program

2 Carry out surveillance of work areas

2.1 Surveillance of work areas is undertaken in accordance with workplace procedures and regulatory requirements

2.2 Breaches of security are identified, action is initiated and/or incident is reported in accordance with workplace procedures and regulatory requirements

3 Deal with and write reports on security incidents/emergencies

3.1 Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures

3.2 Appropriate police/security/emergency services are contacted as required in accordance with workplace procedures

3.3 Intended message is effectively communicated in written reports of incidents/emergencies in accordance with workplace requirements

4 Complete required documentation

4.1 Surveillance documentation and report requirements are confirmed

4.2 Surveillance documentation and reports are completed and files dispatched 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO2015 Apply and monitor aviation workplace security procedures.

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>

Assessment Requirements for AVIO0019 Apply and monitor aviation workplace security procedures

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- conducting surveillance, including:
 - authorisation of personnel and property to be in a secured area
 - safety and security of buildings, gates and perimeter fence
 - safety of customers, visitors and contractors
 - security of monies, premises and equipment
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant Civil Aviation Safety Authority (CASA) Manual of Standards (MOS) regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- receiving, acknowledging and sending messages with available communications equipment
- reporting and/or rectifying 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 standards
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- Australian and international codes and regulations relevant to security arrangements when transferring aviation cargo, freight and mail
- focus of operation of work systems, equipment, management and site operating systems for securely transferring cargo, freight and mail
- marking and numbering systems for aviation cargo, freight and mail
- relevant bond, quarantine or other legislative requirements
- relevant WHS and environmental protection procedures and guidelines
- security problems that may occur when transferring aviation cargo, freight and mail and appropriate action that can be taken to resolve or avoid these problems
- site layout and operating procedures
- types of hazardous aviation cargo and special handling procedures
- relevant transport and CASA security requirements with respect to person/s and vehicle/s access to the aerodrome
- workplace security procedures and policies for transferring aviation cargo, freight and mail.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIO0020 Monitor airside access and airside driving

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 monitor airside access and airside driving in compliance with relevant regulatory requirements and national operating standards.

It includes supervising airside access by persons and vehicles, dealing with breaches of airside access requirements, and maintaining safety of airside driving environment. It also includes dealing with breaches of airside driving rules/principles and providing airside escorts.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aviation security duties of flight or 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.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|--|
| 1 Supervise airside access by persons and vehicles | 1.1 Access requirements for persons and vehicles airside are identified in accordance with workplace procedures |
| | 1.2 Vehicles entering airside or on airside are checked to ensure they are appropriately authorised, marked and lit in accordance with workplace procedures and regulatory requirements |
| | 1.3 Appropriate supervision of personnel and vehicle activities is maintained throughout periods airside |
| | 1.4 Relevant personnel are notified about airside access or monitoring of airside access |
| 2 Deal with breaches of airside access requirements | 2.1 Breaches of airside access requirements are identified |
| | 2.2 Personnel breaching airside access requirements are dealt with in accordance with workplace procedures |
| | 2.3 Breaches of airside access requirements are reported to relevant authorities in accordance with workplace procedures |
| 3 Maintain safety of airside driving environment | 3.1 Checks of airside driver requirements and vehicle authorisations are carried out as required |
| | 3.2 Checks of vehicle clearances from aircraft and aircraft refuelling operations are carried out |
| | 3.3 Vehicles secured in airside environments are confirmed as compliant with parking requirements |
| | 3.4 Unattended vehicles are dealt with in accordance with workplace procedures |
| | 3.5 Hazards are identified, risks are assessed and hazard management implemented |
| | 3.6 Checks are made to ensure signs and notices are complied with |
| | 3.7 Appropriate monitoring of airside driving is maintained throughout periods when airside |
| 4 Deal with breaches of airside driving | 4.1 Breaches of airside driving rules or safe driving principles are identified |

rules/principles

- 4.2 Unsafe airside driving practices are identified and pointed out to vehicle drivers in accordance with workplace procedures
 - 4.3 Breaches of airside driving rules or safe driving principles are reported to relevant authorities according to workplace procedures
 - 4.4 Airside driving incidents are reported as required
- 5 Provide airside escorts**
- 5.1 Requests for vehicle or aircraft escort are assessed and requirements are determined
 - 5.2 Vehicle or aircraft escort is planned to minimise conflict with airside operations
 - 5.3 Drivers are briefed about escort in accordance with workplace procedures
 - 5.4 Escort is monitored to make sure it is conducted and completed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIO3001 Monitor airside access and airside driving.

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>

Assessment Requirements for AVIO0020 Monitor airside access and airside driving

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with workplace procedures
- applying relevant legislation and workplace procedures
- applying relevant aerodrome safety management system (SMS) and procedures to assess and/or mitigate risk
- communicating effectively with others
- completing relevant documentation
- checking vehicles, including:
 - appropriate markings and lights
 - fuel and oil leakage
 - roadworthiness
- identifying and correctly using relevant equipment
- identifying workplace hazards, including:
 - aircraft movements
 - aircraft propellers and rotors
 - foreign object debris (FOD)
 - other vehicles in the vicinity of the aircraft
 - personnel in the vicinity of the aircraft
 - slippery surfaces
- implementing work health and safety (WHS) procedures and relevant regulations
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocols
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting and using required personal protective equipment (PPE)
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or

damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome layout, including access routes
- airside escort briefings, including:
 - airside movement restrictions
 - escort lights, signals and control methods
 - escort movement speed restrictions
- airside breach reporting procedures
- airside escort procedures, including:
 - aircraft
 - vehicle
- equipment needed to check vehicles, including:
 - computer
 - radio/s
 - telephone
 - vehicle with flashing light
 - vehicle with siren/loud speaker
- factors that may adversely affect the safety and/or security of an aviation workplace, including:
 - breaches of security regulations and procedures
 - changes in wind and weather conditions
 - equipment or facility breakdown, malfunction or failure
 - workplace hazards
- operation of airband radio equipment as used to communicate with air traffic control (ATC) and/or operating aircraft
- physical characteristics of aircraft, including:
 - fixed and/or rotary wing aircraft characteristics
 - pavement concession calculations
 - sizes, dimensions and weights
- problems, safety hazards and risks and related assessment/management measures that may need to be taken
- problems and irregularities that occur when supervising airside access and monitoring driving, including:
 - control and loss of keys
 - FOD
 - persons airside without appropriate identification or authorisation

- persons airside without lawful reason
- vehicles used airside without appropriate authorisation
- purpose and application of aerodrome markers, markings and temporary lighting
- relevant Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for airside access and airside driving
 - relevant personnel to be notified about airside access or monitoring of airside access, including:
 - aerodrome tenants/users
 - air traffic control
 - airline personnel and managers
 - contractors
 - emergency services personnel
 - relevant technical staff
 - safety personnel
 - security personnel
 - other aerodrome/workplace personnel and managers
- requirements for completing relevant documentation and/or incident reporting
- safety distances required from an aircraft wingtip to objects, including other aircraft
- signs and notices, including:
 - hazard warnings
 - limited access
 - movement area guidance signs
 - no smoking
 - speed restrictions
 - unauthorised entry
 - underground electrical reticulation
- weather information and its implications for workplace operations
- workplace procedures for monitoring airside access and airside driving.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIO0021 Conduct screening using 3D CT X-ray scanning techniques

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 screen articles by interpreting 3D computed tomography (CT) X-ray images at a transport security protection workplace in compliance with relevant regulatory requirements and national operating standards.

It includes setting up and testing 3D CT X-ray screening equipment; operating 3D CT X-ray screening equipment; interpreting 3D CT X-ray images; identifying weapons, explosives and prohibited items, and taking appropriate action when weapons, explosives and prohibited items are detected.

This unit addresses transport security technical skill requirements (physical, mental and task-management abilities) related to transport security duties of aviation, maritime and air cargo security personnel, and contributes to safe and effective performance in operational transport security environments.

Operations are conducted as part of transport security across a variety of operational aviation, maritime and air cargo contexts within the Australian 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.

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 Set up and test 3D CT X-ray screening equipment

- 1.1** 3D CT X-ray screening equipment is set up in accordance with workplace procedures and manufacturer's instructions
- 1.2** Required 3D CT X-ray screening equipment tests are carried out in accordance with workplace procedures and manufacturer's instructions
- 1.3** 3D CT X-ray screening equipment safety risks are identified and controlled during set up and testing in accordance with workplace procedures

2 Operate 3D CT X-ray screening equipment

- 2.1** Articles are prepared for screening in accordance with workplace procedures
- 2.2** 3D CT X-ray equipment is operated in accordance with workplace procedures and manufacturer's instructions
- 2.3** 3D CT X-ray screening equipment safety risks are identified and controlled during operation in accordance with workplace procedures

3 Interpret 3D CT X-ray images of screened articles

- 3.1** Image enhancement functions are used effectively in accordance with workplace procedures
- 3.2** Colours on 3D CT X-ray image are correctly interpreted in accordance with workplace procedures
- 3.3** Article components, shapes and sizes on 3D CT X-ray image are correctly interpreted in accordance with workplace procedures
- 3.4** Prohibited items, weapons and explosives on 3D CT X-ray images are correctly detected in accordance with workplace procedures

4 Take appropriate action when weapons, explosives and prohibited items are detected

- 4.1** Suspected explosives are reported to screening point supervisor and appropriate action is taken in accordance with legislative requirements and workplace procedures
- 4.2** Suspected weapons or prohibited items are reported to screening point supervisor and appropriate action is

taken in accordance with legislative requirements and workplace procedures

- 4.3 Relevant documentation is completed accurately in accordance with regulatory requirements and 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.

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

Unit Mapping Information

This is a new unit.

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>

Assessment Requirements for AVIO0021 Conduct screening using 3D CT X-ray scanning techniques

Modification History

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 two separate occasions and include:

- communicating effectively with others regarding:
 - activation of an alarm
 - preparation of articles
- completing relevant workplace documentation
- following relevant regulations, instructions, procedures, information and signs
- following work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations during set-up, testing and operations
- identifying and responding to screening equipment failure
- identifying, selecting, using and routinely checking relevant equipment, processes and procedures when using 3D computed tomography (CT) X-ray screening equipment in a transport security protection screening environment
- modifying activities in response to different workplace risk situations and environments
- operating 3D CT X-ray screening equipment correctly in accordance with workplace procedures and manufacturer's instructions
- reviewing and examining 3D CT threat image projection system (TIPS) through inbuilt or external software or program, capable of providing virtual images of threat articles within a bag under examination, and providing immediate feedback to observer
- reviewing and examining 3D CT X-ray images using enhancement functions to identify weapons, explosives and prohibited items correctly
- responding to and reporting security incidents in relation to:
 - presence of weapons
 - presence of explosives
 - presence of prohibited items
- responding to suspected presence of weapons, explosives and prohibited items detected using 3D CT X-ray screening equipment:
 - requesting a physical search of articles
 - requesting a second opinion
 - requesting an explosive trace detection

- re-screening article to clear
- using 3D CT X-ray screening equipment to accurately detect and identify weapons, explosives or prohibited items in articles being screened, with and without the 'threat box' function
- working collaboratively and liaising with others when interpreting 3D CT X-ray images.

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:

- 3D CT X-ray site layout, reporting structures, organisation's transport security program and associated workplace procedures in a transport security protection screening environment
- characteristics of 3D CT X-ray images that indicate the possible presence of weapons, explosives or prohibited items in articles, including the meaning of colour (metals, organics and inorganics), shape and size
- components and operating principles of typical weapons, explosives and prohibited items that may be contained in articles being screened
- concealment methods used to disguise weapons, explosives and prohibited items that may be contained in articles being screened
- limitations of the 3D CT X-ray imaging process and how to overcome these using workplace procedures when interpreting 3D CT X-ray images of articles
- methods, techniques and equipment involved when using 3D CT X-ray screening equipment to screen articles
- organisation's transport security procedures and policies applicable for using 3D CT X-ray screening equipment to screen articles
- prohibited items and weapons as listed in legislation
- relevant law enforcement agency contacts details
- relevant regulations, instructions, procedures, information and signs
- reporting requirements for incidents including detecting the presence of weapons, explosives or prohibited items using 3D CT X-ray equipment
- roles and responsibilities of law enforcement officers and/or other government officers and non-screening staff in a transport security protection environment
- TIPS
- transport security legislative requirements
- transport security procedures to be followed when an item cannot be cleared using 3D CT X-ray screening equipment
- typical issues that may occur when using 3D CT X-ray equipment to screen articles and appropriate actions to take to resolve and avoid these issues
- WHS/OHS requirements relevant to setting up and operating 3D CT X-ray screening equipment
- workplace procedures for carrying out the required tests of 3D CT X-ray screening equipment
- workplace procedures to be followed when screening equipment does not meet the required standard during testing

- workplace procedures to be followed when screening equipment fails during screening of articles to enter a security zone
- workplace risk situations and environments.

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 or simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- 3D CT X-ray equipment or acceptable means of simulation assessment
- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (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>

AVIO0022 Undertake response action to an emergency or security threat

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package Release 7.

Application

This unit involves the skills and knowledge required to undertake a response action to an emergency or security threat in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and federal, state/territory and international authorities.

It includes selecting the emergency or security response actions to be applied, maintaining communications and reporting the incident in accordance with established procedures.

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

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

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Select emergency or security response actions to be applied

2 Maintain communications

3 Report incident

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Threats or potential threats are recognised
- 1.2 Agency/branch/base and/or police are alerted to potential aviation security threat/s and all relevant details and requests for supportive action are detailed
- 1.3 Range of response actions are identified and analysed
- 1.4 Security threat and appropriate emergency plans are matched
- 1.5 Personal protective equipment (PPE) is selected and worn in accordance with enterprise and emergency procedures
- 1.6 Response actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment
- 1.7 Response actions are modified consistent with changes within the emergency environment in accordance with enterprise and emergency procedures
- 2.1 Communications are maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise, threat and emergency procedures
- 2.2 Information is conveyed in a clear, concise and accurate manner
- 3.1 Reporting arrangements are completed in accordance with workplace policies and procedures
- 3.2 Police or other emergency services are provided with reports as required

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 AVIO2013 Undertake emergency response action to a security threat.

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>

Assessment Requirements for AVIO0022 Undertake response action to an emergency or security threat

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package Release 7.

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 in accordance with standard operating procedures (SOPs)
- applying precautions and required actions to minimise, control or eliminate identified security threats
- applying relevant agreements, codes of practice, legislative requirements and workplace procedures
- communicating effectively with others using one or more of the following:
 - mobile and fixed phones
 - radio
 - oral, aural or signed communications
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- operating electronic communications equipment to required protocol
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- responding appropriately to cultural differences in the workplace
- responding to threats or potential threats, including one or more of the following:
 - aviation transport security threats
 - dust and vapours
 - biosecurity or biohazardous substances

- firearm handling
- hazardous or dangerous materials
- natural hazards
- humidity and air temperature
- persons with felonious intent
- unlawful interference with aviation
- vehicular, pedestrian and aircraft traffic
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards, including but not limited to:
 - gloves
 - safety headwear and footwear
 - firearms
 - two-way radios
 - high visibility clothing
- using correct manual handling techniques
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- contingency planning relating to managing and controlling aviation emergencies or security threats
- egress actions and movements, including:
 - assembling passengers, public and employees
 - familiarity with the physical building
 - maintaining observation of threat subjects and developing physical danger
- familiarity with emergency plans
- housekeeping standards and procedures
- operational procedures for identifying aviation security threats and undertaking emergency response
- ranges of alarm systems, including one or more of the following:
 - duress and emergency call points
 - passenger and baggage security screening equipment
 - fire and building
 - access doors and gates
- recognising the behavioural signs of potential and actual threat subjects
- relevant state/territory permit and licence regulations and requirements
- relevant WHS/OHS procedures and guidelines

- requirements for approved work procedures and relevant equipment
- risks, hazards and precautions to control security threats
- typical problems that can occur when undertaking emergency response action to an aviation security threat and appropriate action that can be taken to prevent or solve these problems.

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.

Incidents must include actual or potential breaches of aviation security arrangements.

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>

AVIO4003 Implement airside access

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 implement airside access in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and other relevant authority.

It includes implementing airside access procedures and reporting on airside access.

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.

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

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Implement airside access procedures

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Eligibility for access is determined in accordance with standard operating procedures (SOPs)

1.2 Access is permitted, denied or permitted with conditions

1.3 Vehicle or airside escorts are provided as required

1.4 Problems and irregularities that may occur when implementing airside access procedures are dealt with in accordance with workplace procedures

1.5 Appropriate records are maintained

2 Report on airside access

2.1 Reported access breaches are addressed in accordance with SOPs

2.2 Recommendations and reports on access incidents are made to aerodrome management in accordance with SOPs

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 AVIO4003A Implement airside access.

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>

Assessment Requirements for AVIO4003 Implement airside access

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 elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- dealing with irregularities that may occur, including:
 - control and loss of security access devices
 - supply of materials
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- working collaboratively with others.

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:

- emergency procedures
- equipment required for airside access:
 - security access devices
 - computer
 - identity card/s

- vehicle
- procedures for reporting airside access breaches
- procedures for implementing airside and landside access
- procedures for operating electronic communications equipment
- relevant documents:
 - aerodrome manual
 - aviation security identification card (ASIC) program
 - legislation
 - passes and permits
 - transport security program
 - drug and alcohol management plan (DAMP)
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS/OHS and environmental procedures and regulations
- requirements for completing relevant documentation
- standard operating procedures (SOPs) relating to implementing airside access procedures.

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 personal protective equipment (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>

AVIP2001 Capture records into a records keeping system

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 capture records into a records keeping system, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes identifying records to be captured, and registering a record. The record capturing process is conducted as part of records management activities with the operator using discretion and judgement within established procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to administration and finance duties of flight or 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.

Legislative and regulatory requirements apply 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

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify records to be captured

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Material identified and classified for registration is sorted in accordance with records keeping system procedures
 - 1.2 Activity documented by a record is identified from elements of the record in accordance with organisational procedures
 - 1.3 Area or action officer to whom the record needs to go is identified from elements of the record and staff list, in accordance with organisational procedures
 - 1.4 Material that cannot be readily identified is referred to appropriate authority in accordance with organisational procedures
-
- 2.1 Unique identifier is selected for record in accordance with organisational procedures and records keeping system rules
 - 2.2 Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements, in accordance with organisational procedures
 - 2.3 Access and security status are recorded in accordance with organisational procedures and records keeping system rules
 - 2.4 Disposal status of record is recorded in accordance with records keeping system rules and organisational procedures
 - 2.5 Record is forwarded to its appropriate location, which is recorded, in accordance with system rules and organisational 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.

- Records must include:
- action that is either complete or includes sentencing that may be part of the capture process
 - media that is paper-based, electronic or other format
 - number of simple series, form-based records (e.g. financial or personnel transactions with limited range of activities in the records)
 - simple records series (single disposal class in disposal authority)

Unit Mapping Information

This unit replaces and is equivalent to AVIP2001A Capture records into a records keeping system.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIP2001 Capture records into a records keeping system

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining security and confidentiality of material
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures information and signs
- reporting and/or rectifying 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 conforming to industry and WHS/OHS standards
- using a range of information technology devices including computers, radio frequency devices, electronic data exchange systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- focus of operation of work systems, equipment, management and site operating systems for capturing records into a records management system
- housekeeping standards and procedures
- operational workflow within a records management system
- problems that may occur when capturing records and appropriate action that can be taken to resolve these problems
- regulations relevant to capturing records as part of a records management process
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- types of equipment used in capturing records into a records management system and the precautions and procedures that should be followed in their use
- workplace procedures and policies for capturing records into a records management system including policies on confidentiality and security of information and records.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIW0001 Operate and manage advanced remote pilot aircraft systems

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 operate and manage advanced unmanned aircraft systems (RPAS) beyond visual line of sight (BVLOS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing aircraft systems during normal flight and managing aircraft systems during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Operate and manage advanced aircraft systems during normal flight

- 1.1** Aircraft systems, sub-systems (equipment) and devices are operated and managed
- 1.2** Aircraft systems, sub-systems (equipment) and devices are monitored using a systematic scan technique
- 1.3** Aircraft systems and flight environment information is analysed to identify actual and potential threats or errors
- 1.4** Automated aircraft systems are utilised to manage workload
- 1.5** Hazards are identified, risks are assessed and hazard management implemented
- 1.6** Checklist procedures are completed as appropriate to aircraft system

2 Manage advanced aircraft systems during abnormal and emergency procedures

- 2.1** Non-normal or emergency situations are recognised
- 2.2** Control of aircraft flight path is maintained during abnormal and emergency response procedures
- 2.3** Affected aircraft system or sub-system is identified and confirmed
- 2.4** Checklist procedures are implemented during abnormal and emergency situations using appropriate techniques
- 2.5** Appropriate non-normal or emergency procedures are performed in accordance with relevant workplace and emergency procedures, and regulatory requirements
- 2.6** Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.7** Location and operation of emergency systems applicable to aircraft type are identified

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

No equivalent unit.

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>

Assessment Requirements for AVIW0001 Operate and manage advanced remote pilot aircraft systems

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical and aircraft systems knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting aircraft system displays
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating manual and automated aircraft systems
- performing systematic scan technique for monitoring aircraft systems, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in aircraft systems
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aircraft systems as applicable to aircraft rating/endorsement requirements
- aircraft system checklists, including:
 - explanation of normal system operating procedures of aircraft systems, sub-systems and devices used to operate specific aircraft type, including use of published scans and checklists, immediate action items, warnings and limitations
- automated systems, including:
 - limitations of automated systems
 - operating procedures for systems, such as flight management system, auto throttle/engine control, flight director system, automated aircraft navigation systems, automated engine condition and monitoring system
 - workload management procedures for utilising automated systems
 - warning systems/indicators to identify automated systems failure
- autopilot, including:
 - principles of operation of autopilot system
 - likely faults that may affect autopilot system
 - emergency operating procedures for autopilot system
 - identification of power sources, voltage or pressure
 - procedure to determine gyros are operating normally
 - procedure to engage autopilot
 - normal and emergency procedure to disengage autopilot
 - limits of gyro units
- electrical system, including:
 - use of a schematic diagram of the electrical system to explain type/s of electrical system (alternating current (AC)/direct current (DC))
 - likely faults that may affect electrical system
 - emergency operating procedures for electrical system
 - voltage and amperage of battery
 - number and output of generators
 - methods of circuit protection
 - location of fuses and circuit breakers
 - precautions to be taken when operating electrical service
 - instruments operated by electrics
- enhanced ground proximity warning system (EGPWS)/terrain awareness and warning system (TAWS), including:
 - identification and demonstration or explanation of function of all cockpit EGPWS/TAWS controls

- information terrain awareness display shows
- warnings given by fitted EGPWS/TAWS, including what each warning indicates is happening to aircraft in flight
- fuel system, including:
 - use of a schematic diagram of fuel system to explain layout and normal operating procedures
 - likely faults that may affect fuel system
 - emergency operating procedures for fuel system
 - operation of fuel selector panel
 - use of cross-feed
 - full fuel capacity and fuel grade
 - normal, minimum and maximum fuel pressures
- traffic and collision avoidance systems (TCAS), including:
 - surveillance and collision avoidance functions of TCAS II
 - system limitations, selectivity and inhibits
 - basic components of TCAS II
 - identification and demonstration or explanation of function of cockpit controls
 - TCAS II visual displays and symbology
 - functions of audio alerts and annunciations
 - appropriate crew response to multiple TCAS II events, and parallel runway approach conflicts
 - recall of radiotelephone procedures following a TCAS II alert
 - requirements for a written report of a TCAS II alert and to whom it must be submitted.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations for advanced operation
- 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>

AVIW0002 Manage multi-crew operation in beyond visual line of sight (BVLOS) operations

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 operate and manage remote pilot aircraft systems (RPAS) in a multi-crew operation in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing RPAS during normal flight and managing RPAS during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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 RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Establish remote pilot aircraft command | 1.1 Command responsibilities are exercised in accordance with organisational authority and guidelines 1.2 Command structure is established appropriate to aircraft 1.3 Command structure is communicated to flight team and external authorities 1.4 Communication mechanisms and procedures are implemented between levels of command in accordance with organisational procedures 1.5 Liaison is established and maintained between remote pilot in command (RPIC), flight team and other relevant stakeholders to meet control and command requirements |
| 2 Manage tasks and workload | 2.1 Workload of flight team members is planned taking into account time and resource constraints 2.2 Flight team is assigned workload priorities and performance expectations are communicated clearly 2.3 Workload of flight team is coordinated in accordance with agreed operational objectives and task timelines 2.4 Performance of flight team and individuals is systematically monitored against defined measurable performance criteria to ensure satisfactory completion of assigned tasks and workloads 2.5 Potential and current issues and problems arising in relation to task and workload management are identified and acted on in accordance with regulatory and organisational requirements |
| 3 Communicate organisational objectives and required standards | 3.1 Flight team members are provided with up-to-date information concerning organisational objectives and standards 3.2 Flight team member understanding of objectives and standards is confirmed 3.3 Organisational standards and values are modelled and promoted to flight team members |
| 4 Make effective decisions | 4.1 Relevant, current and sufficient information is gathered |

- to assess and analyse situation for decision making
- 4.2 Problem-solving strategies and techniques are used to identify and generate options
 - 4.3 Decisions are made, communicated to flight team and implemented in a timely manner in accordance with regulatory requirements and workplace procedures
 - 4.4 Decisions and actions are evaluated for their effectiveness and outcomes
 - 4.5 Decisions, their rationale and associated actions are documented and reported in accordance with regulatory requirements and workplace procedures
- 5 Lead flight teams and individuals**
- 5.1 Link between function of flight team and organisational goals is clarified as required and is communicated to flight team
 - 5.2 Participative decision making is used to develop, implement and review work of flight team and to allocate responsibilities
 - 5.3 Opportunities are given to flight team members and individuals to provide feedback about efficient work practices and processes
 - 5.4 Flight team members and individuals are encouraged to provide feedback about efficient work practices
 - 5.5 Appropriate delegation is made to flight team and individuals in accordance with relevant flight team objectives and goals, and organisational policy and 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.

Unit Mapping Information

No equivalent unit

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>

Assessment Requirements for AVIW0002 Manage multi-crew operation in beyond visual line of sight (BVLOS) operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- allocating sufficient resources and time to complete workload
- applying relevant aeronautical knowledge
- breaking down tasks and establishing courses of action to accomplish specified goals
- collecting information and identifying key issues and relationships relative to achieving determined roles
- conducting briefings to share common plan and to set priorities
- correcting flight team member deviations from standards
- encouraging monitoring of performance by other flight team members
- ensuring flight team members are aware of their role and responsibilities throughout a flight
- ensuring responsibility for flight path management is always assigned
- establishing an atmosphere to encourage open communications
- identifying and managing threats and errors
- identifying and managing undesired aircraft states
- identifying when flight team members become ineffective or incapacitated
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining flight team member motivation and commitment to task
- maintaining patience and focus when processing large amounts of data or multiple tasks
- managing flight deck gradient relative to task
- managing time and resources to ensure work is completed safely and effectively
- monitoring outcomes and evaluating own performance
- monitoring effectiveness of flight team performance
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- setting realistic performance standards
- taking action to resolve flight team member confusion.

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:

- aircraft instrument requirements
- aircraft load limitations
- aircraft performance and landing calculations
- aircraft speed limitations
- aircraft systems
- applicability of drug and alcohol regulations
- classification of operations
- RPAS flight team management, including:
 - flight team coordination:
 - distribution of responsibilities
 - working with a flight team concept
 - flight team cooperation:
 - small group dynamics (norms, atmosphere, pressure, communication and structure)
 - conflict management
 - leadership style of management:
 - concern for performance
 - concern for people
 - democratic versus autocratic style
 - encouraging inputs and feedback
 - optimising flight team performance in flight
 - correcting flight team coordination deficiencies
 - communication, including:
 - verbal and non-verbal communication
 - one and two-way communication
 - effects of different communication styles
 - miscommunication (including cultural misunderstandings)
- effective decision-making processes, including:
 - identifying problems and causal factors
 - assessing component parts systematically and logically
 - employing analytical techniques to identify solutions and to consider the value and implications of each
 - generating solutions and/or alternative courses of action
 - assessing alternative solutions and risks with other flight team members
 - determining course of action
 - communicating decision and delegate tasks to flight team
 - monitoring progress against agreed plan

- evaluating decisions in line with changing circumstances
- ensuring decision making is improvement-focused and directed towards achieving optimum outcomes
- emergency equipment requirements
- flight and duty time limits
- flight rules (specific to aircraft), including:
 - documentation
 - aircraft nationality and registration
 - airworthiness of aircraft
 - personnel licensing
 - rules of the air
 - procedures for air navigation
 - air traffic services
 - aeronautical information service
 - aerodromes
 - facilitation
 - search and rescue (SAR)
 - security
 - aircraft accidents and incidents – pilot in command (PIC) responsibilities
 - air service operations
- fuel/power planning requirements for the flight
- judgement and decision making, including:
 - pilot judgement concepts:
 - types of judgement
 - motor skills and human factors
 - aeronautical decision making:
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identification of hazardous attitudes:
 - physical factors
 - psychological factors
 - social influences and interface between people
 - pilot judgement awareness:
 - risk assessment
 - cockpit stress management
 - applying decision-making concepts:
 - practical application
 - managing resources
 - safety awareness

- maintenance authorisations
- privileges and limitations of the multi-crew
- requirements for an Air Operator Certificate (AOC)
- requirements for aerodromes, including:
 - type of information contained in an operation manual.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0003 Undertake helicopter aquatic rescue and recovery

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 undertake helicopter aquatic rescue and recovery in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA), the Australian Maritime Safety Authority (AMSA) and national operating standards.

It includes preparing and responding to aquatic rescue incidents from a helicopter, assessing the rescue scene, in offshore or inland waterways and developing rescue plans. It also includes gaining access to and performing a rescue on a patient, recovering the patient, and concluding the rescue.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or maritime operations personnel and contributes to safe and effective performance in complex operational offshore rescue environments.

Operations are conducted as part of commercial and military aircraft or marine activities across a variety of operational contexts within Australian industry.

Work is performed independently or under limited supervision within a multi-crew environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Prepare and respond to rescue

- 1.1 Operation and task information is obtained from communications centre, briefing from supervisor or other sources
- 1.2 Rescue equipment and/or resources are identified and selected based on task information received
- 1.3 Personal protective equipment (PPE) and clothing is selected based on the nature of the rescue operation
- 1.4 Any further details on the nature of the rescue received en route is discussed with rescue team members
- 1.5 Anticipated situational and environmental hazards are discussed with rescue team members while en route and are for the development of a rescue plan

2 Assess rescue scene

- 2.1 Observations are made to determine the location, number, condition and position of patients
- 2.2 Risk assessment on situational and environmental hazards is conducted and control measures applied to ensure safety of self and others are developed
- 2.3 Requests for additional personnel and/or specialist equipment based on risk assessment is communicated via the communications centre in accordance with organisational procedures
- 2.4 Personal capabilities and limitations of self and other team members are considered in the development of the rescue plan

3 Develop aquatic rescue plans

- 3.1 Rescue and recovery techniques suitable to the patient condition, location and offshore environment are identified
- 3.2 Primary and alternate rescue plans are developed based on situational risk assessment, identification of appropriate rescue and recovery techniques and consultation with other rescue team members

- 3.3 Appropriate equipment and resources are selected to perform offshore rescue and recovery as identified by the rescue plan
 - 3.4 Alternate rescue plans are implemented when required
- 4 Gain access and perform offshore rescue of patient**
 - 4.1 Communication with team members is maintained during rescue
 - 4.2 Positioning of the patient to assist in extrication and management of a conscious patient
 - 4.3 Offshore rescue asset is appropriately positioned to perform a rescue or recovery where required by the rescue plan
 - 4.4 Offshore rescue techniques and equipment are deployed to gain access to patient as identified in the rescue plan
- 5 Recover patient**
 - 5.1 Offshore rescue plan is implemented, where the patient is extricated and secured by using appropriate rescue and recovery techniques and equipment
 - 5.2 Patient is recovered using techniques in accordance with organisational policies and procedures
 - 5.3 Patient is secured in accordance with organisational emergency care procedures or as directed by first aid or medical personnel
- 6 Conclude offshore rescue**
 - 6.1 Equipment is recovered, cleaned and maintained in accordance with manufacturer guidelines and organisational procedures
 - 6.2 Offshore rescue equipment and PPE is inspected and refurbished at conclusion of incident
 - 6.3 Operational debrief is participated in or conducted in accordance with own role during the offshore rescue
 - 6.4 Post-incident documentation is completed to organisational standards and in accordance with own role 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

No equivalent unit.

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>

Assessment Requirements for AVIW0003 Undertake helicopter aquatic rescue and recovery

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and range of conditions on at least one occasion and includes:

- anticipating, identifying and mitigating offshore rescue hazards and risks
- applying aggressive, manoeuvring and defensive swimming techniques to escape hazards
- applying aquatic rescue techniques
- applying first aid in an aquatic rescue environment
- determining appropriate rescue and recovery methods to use according to the incident
- handling and packaging patient
- identifying changes in patient condition and position
- identifying changes in the aquatic environment, including:
 - swell conditions
 - rips and currents
 - eddies
 - other hydrological features
- informing relevant personnel of incident progress
- interacting with other members of the rescue team, patient and others
- managing spinal injuries in the context of an offshore rescue incident
- selecting aquatic rescue equipment and resources appropriate to incident type
- patient working as part of a team and supporting others in an aquatic rescue operation.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of:

- behaviour of patients in aquatic environments
- composition of offshore rescue teams, and roles and responsibilities of rescue team members
- first aid hazards and risks associated with offshore rescues and recoveries, including:
 - circum-rescue collapse
 - hypothermia

- offshore environmental considerations, including:
 - swell conditions
 - rips and currents
 - eddies
 - other offshore hydrological features
- aquatic rescue and recovery equipment characteristics, including:
 - advantages and disadvantages for deployment
 - care and maintenance to enable appropriate selection and use
- organisational communication techniques used during aquatic rescue operations
- potential contaminants in water and their potential impact on the rescuer and patient
- principles of risk assessment, including hierarchy of control and control methods
- psychological considerations of offshore rescue for the rescuer, patient (normal survivor behaviour, panic, counter-panic patient, instinctive drowning response), and the potential need for support resources
- signs and symptoms of operational stress in self and others and reporting to appropriate support personnel
- relevant legislation, and organisational policies and procedures to enable safe conduct of aquatic rescue and recovery 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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in organisationally approved simulated operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- acceptable means of simulated assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant and appropriate materials, tools, equipment and personal protective equipment (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>

AVIW0004 Perform operational inspections on remote operated systems

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 perform operational inspections on remote operated systems in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes completing operational inspection administration, operational inspections, and performing and recording operational inspections.

This unit addresses technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of remote system operations personnel and contributes to safe and effective performance in complex operational environments.

Remote system operations are conducted as part of recreational, commercial and military activities across a variety of operational contexts within Australian industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew remote operated system environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Prepare charts and operational plan | <p>1.1 Suitable maps, charts and weather briefings for intended remote operation are selected and operations plan and geofencing set if required is prepared</p> <p>1.2 Pre-operational information and Notice to Airmen (NOTAM), or industry equivalent, is accessed, analysed and applied to operational plan</p> <p>1.3 Hazards are clearly indicated on charts and risk controls are implemented</p> <p>1.4 Effects of wind velocity, adverse environmental conditions and contingency actions are planned for</p> <p>1.5 Lost link profile and routing is prepared and validated</p> <p>1.6 Awareness of current and forecast weather conditions is maintained</p> |
| 2 Complete operational inspection administration | <p>2.1 Information about remote operated system is obtained, read and used to guide work as required</p> <p>2.2 Pre- and post-operational planning and documentation is completed</p> <p>2.3 Remote system operating weight and configuration is confirmed</p> <p>2.4 Pre- and post-operation technical release and remote system operation administration documentation is completed</p> <p>2.5 System serviceability is determined by approved technical inspection</p> <p>2.6 Certification of inspection for technical release is completed</p> |
| 3 Perform operational actions/ inspection | <p>3.1 Equipment and documentation are identified and accessible in accordance with regulatory requirements</p> <p>3.2 Internal and external checks are completed in accordance with approved system checklist</p> <p>3.3 Deployment administration tasks and communications</p> |

- are conducted
- 3.4** Remote operated system is secured in accordance with manufacturer specifications and organisational procedures
- 4 Perform and record operational inspection**
- 4.1** Pre-operating inspection of remote operated system and ancillary equipment is performed in accordance with original equipment manufacturer (OEM) documentation and operations manual
- 4.2** Appropriate actions are undertaken to rectify discrepancies and are recorded
- 4.3** Pre-operating inspection is recorded in accordance with operations manual

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 not equivalent to AVIW3037 - Manage remote pilot aircraft systems pre- and post-flight actions

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>

Assessment Requirements for AVIW0004 Perform operational inspections on remote operated systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- accessing and applying relevant regulations, orders and information to the performance of the required planning and operational inspection administrative functions
- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying industry safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- applying relevant remote operated system knowledge to industry application
- communicating effectively with others
- completing relevant documentation
- complying with operational task authorisations
- identifying and correctly using equipment required when performing inspections
- implementing technical contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipate operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing input and downloading of data from flight planning systems
- planning pre-operational plan, including:
 - availability of consumables enroute and at destination
 - consumables required for flight
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- understanding and meeting the obligations placed on a remote system operator with regard to

operational inspections

- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- decision-making processes relevant to remote system operations
- system technical release requirements and procedures for intended operations
- checklist use and procedures
- effective communication
- error management, including error types, causes and consequences
- fatigue management
- flight-specific reports, including incident reporting
- human factors applicable to remote system operations
- human performance and its limitations, including the senses, memory and situational awareness
- inspection procedures, including rectification actions
- minimum equipment list for applicable remote operated system
- information, including one or more of the following:
 - aeronautical charts
 - aircraft flight manual (AFM)
 - approved checklists
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - En Route Supplement Australia (ERSA)
 - flight and technical log
 - induction and training materials
 - maintenance release
 - meteorological forecasts
 - Notice to Airmen (NOTAM)
 - operations manuals
 - workplace procedures and instructions, and job specification
- pre- and post-operation planning administration procedures, including operational task authorisations
- production methods for operational plans, including:
 - automated operational planning systems
 - manual planning methods

- relevant Australian Standards
- relevant legislation, regulations and orders applicable to industrial sector
- relevant WHS and environmental procedures and regulations
- risk identification, analysis and control
- stress, workload and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0005 Determine meteorological factors for remote pilot aircraft operations

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 determine meteorological factors for remote pilot aircraft systems (RPAS) beyond visual line of sight (BVLOS) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards

It includes determining aircraft meets requirements for BVLOS flight, obtaining and using current operational documents, preparing aircraft systems and monitoring during operations. It also includes determining operational requirements and programming navigation systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Obtain and use current operational meteorological documents

1.1 Operational meteorological documents applicable to flight are obtained and checked for currency

1.2 Applicable information contained in documents for flight planning and management is interpreted and applied

2 Determine aircraft meets requirements for BVLOS operations

2.1 Aircraft requirements for BVLOS operations are determined and meet identified conditions

2.2 Flight and navigation instruments, minimum electrical lighting, navigation equipment and any other requirements fitted to aircraft are checked to ensure they are suitable and acceptable for BVLOS operations

2.3 Duration of flight is determined

2.4 Total fuel/power requirements are calculated to ensure sufficient flight duration for the task

3 Monitor operations

3.1 Operationally useful weather observations are gathered accurately

3.2 Issues with weather observations are identified and reported accurately to relevant personnel

3.3 Meteorological environment is monitored during operations

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

No equivalent unit.

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>

Assessment Requirements for AVIW0005 Determine meteorological factors for remote pilot aircraft operations

Modification History

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 altimetry procedures to all stages of an instrument flight
- applying published instrument flight rules (IFR) procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating fuel/power requirements
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting instrument meteorological conditions (IMC) forecasts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting suitable navigation aids/systems
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodrome and en route holding procedures
- aircraft fuel planning, including holding, alternate, fixed reserve and usage rates
- aircraft transponder operation
- airspace requirements and procedures under BVLOS conditions
- Civil Aviation Safety Regulation (CASR) Part 101 Manual of Standards (MOS) Aeronautical Knowledge relevant to BVLOS flight operations
- continuous descent final approach (CDFA) techniques
- critical point (CP) and point of no return (PNR)
- how to determine currency of operational documents
- factors affecting en route performance, range and endurance
- general operational information relevant to BVLOS remote pilots, including:
 - privileges and limitations
 - documentation
 - procedures, radio telephony and charts
 - meteorology
 - operational planning requirements
- ground and space navigation systems and infrastructure, including:
 - principles of operation, indications and limitations of ground-based navigation aids
 - altitude and time of day
 - pilot navigation tolerances
 - global navigation satellite system (GNSS), including:
 - operating procedure errors
 - mode selection
 - data entry
 - data validation and checking, including independent cross-checking procedures
 - automation induced complacency
 - non-standardisation of GNSS receiver units
 - human information processing
 - situational awareness
- human factors relevant to BVLOS remote pilots, including physiological factors
- icing conditions and hazards
- IFR cruising levels, selection and hazards
- BVLOS route planning requirements
- instrument flight documentation requirements
- BVLOS flight procedures, including:
 - flight instrument operations, errors and limitations
 - radio communication phraseology

- lost communications procedures
- air traffic service requirements
- instrument chart symbology and information
- reporting requirements
- 2D/3D instrument approach operations
- pilot responsibilities
- altimeter accuracy and variations due temperature
- flight plan validity
- pilot obligations
- missed approach requirements
- alternate aerodrome weather minima
- aircraft separation standards
- lowest safe altitude (LSALT), including:
 - calculate route LSALT not specified in aeronautical information publications (AIP)
 - missed approach minimum obstacle clearance
 - minimum obstacle clearance provided by minimum circling altitude
 - track establishment after launch
 - establish aircraft above LSALT requirements
 - descent below LSALT or minimum safety altitude requirements by day/night/night visual flight rules (NVFR)
- meteorological considerations for an BVLOS flight, including:
 - weather phenomena:
 - frontal weather
 - tropical cyclones
 - dust devils
 - thunderstorms
 - jet streams
 - fog
 - meteorological information requirements
 - interpreting forecasts to determine operational requirements
 - air temperature lapse rates
 - predicting probability of meteorological conditions:
 - airframe icing
 - hail
 - micro-bursts and wind shear
 - turbulence, including clear air turbulence (CAT)
 - weather information services
 - pilot reporting obligations
 - altimeter query nautical height (QNH) sources required for BVLOS operations
 - meteorological minimas

- navigation requirements, including:
 - position fixing requirements
 - aircraft performance categories and operational implications
 - waypoints, symbology and pilot requirements:
 - initial approach fix
 - final approach fix
 - visual circling by day or night
 - pressure error correction (PEC)
 - aerodrome operating minima (AOM)
 - decision altitude (DA)
 - normal segment gradient
 - tracking tolerances:
 - controlled area (CTA) avoidance
 - ground-based navigation aids
 - navigation aids not available
 - notification requirements
 - order of precision of navigation aids/systems
 - speed limitations and restrictions:
 - operations below 10,000 feet above mean sea level (AMSL)
 - during holding procedures
 - during approach procedures
 - issued by air traffic services and when cancelled
- NVFR operational requirements
- operational planning requirements, including:
 - flight planning:
 - route limitations
 - aircraft performance
 - forecast freezing levels
 - cruising altitude/level performance tables
 - alternate aerodrome requirements:
 - weather
 - navigation aids
 - approach procedures
 - lighting
 - availability of weather reports
 - divert time
 - holding fuel requirements
 - GNSS receiver requirements for BVLOS APCH operations
 - GNSS receiver mode conditions and actions for BVLOS APCH
 - augmented and non-augmented approaches

- IAP charts for minima information and operational restrictions
- space-based augmentation systems (SBAS)
- APV Baro-VNAV instrument approach charts
- vertical guidance information and operational considerations
- Baro-VNAV vertical guidance principles
- pilot responsibilities, including:
 - standard instrument departure (SID)
 - standard terminal arrival route (STAR)
 - noise abatement
 - missed approach
 - holding pattern and entry
- planned/alternate destination weather conditions below minima
- privileges and limitations conferred by an instrument rating
- receiver autonomous integrity monitoring (RAIM) prediction implications
- reduced vertical separation minima (RVSM) operations, including:
 - range of flight levels within Australian airspace
 - operational requirements
 - aircraft altimeter accuracy requirements
 - vertical height tolerances
 - procedures and standard communication phraseology
 - altimetry system failures
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) for BVLOS planning requirements
- requirements for an alternate aerodrome
- use of a navigational computer.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0006 Perform infrastructure inspections using remote operated systems

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 operate and manage remote pilot aircraft systems (RPAS) when inspecting infrastructure in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Infrastructure includes but is not limited to electricity pylons, gas pipelines, cables, roads and rail infrastructure.

It includes operating and managing RPAS during normal flight, and managing RPAS during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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 RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Conduct pre-flight actions

- 1.1** Own fitness for flight and planned operations is self-assessed
- 1.2** Operational aircraft type is determined for suitability for type of aerial infrastructure inspection operation
- 1.3** Aircraft and role equipment are checked and assessed for serviceability prior to commencing flight operations
- 1.4** Required applicable maintenance documentation is compiled and checked for accuracy and completeness
- 1.5** Role equipment calibration is checked and adjusted as required
- 1.6** Planned aerial infrastructure inspection operations are assessed for potential or actual hazards
- 1.7** Fuel/power requirements are determined and established within aerial operational plans
- 1.8** Issues relating to aircraft weight, performance, dimensions, load and meteorological conditions are identified and managed

2 Conduct planning and risk management

- 2.1** Suitability of current and forecast weather is determined
- 2.2** Infrastructure inspection plan is developed and used as the basis for aerial application operations
- 2.3** Potential and actual hazards and operational requirements are identified, risks to aerial infrastructure inspection operations are assessed and appropriate risk controls implemented in accordance with the application management plan
- 2.4** Area map is correctly interpreted
- 2.5** Acceptable aircraft performance for aerial infrastructure inspection operational conditions is confirmed through performance planning

- 2.6** Normal and abnormal operational communications and signals are confirmed
- 3 Conduct aerial mapping and modelling**
- 3.1** Appropriate aerial survey plans are developed for conducting safe aerial mapping and modelling operations
- 3.2** Operating area boundaries are established and environmentally sensitive areas identified, including areas that are noise sensitive, biologically susceptible, populated and urban, and restricted or dangerous
- 3.3** Potential emergency or alternate landing areas are identified and/or established for contingency operations
- 3.4** Environmental hazard factors affecting aerial mapping and modelling operations are considered
- 3.5** Wind velocity and direction are assessed for effect on operations
- 3.6** Infrastructure inspection operations is conducted safely in accordance with the application management plan
- 3.7** Infrastructure inspection equipment is operated within scope of the plan
- 3.8** Decisions to suspend or continue safe aerial infrastructure inspection are taken based on planned or actual operating conditions
- 3.9** Power lines within and outside the treatment area during an aerial survey are identified and accurately assessed to support safe operations in vicinity of power lines, including safe flying parallel to wires
- 4 Perform infrastructure inspections**
- 4.1** Infrastructure and condition assessment criteria are verified and understood prior to the inspection
- 4.2** Data capture process is selected based on the type of infrastructure
- 4.3** Various types of structural failures are recognised and recorded
- 4.4** Infrastructure data and records are provided in accordance with client 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

No equivalent unit.

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>

Assessment Requirements for AVIW0006 Perform infrastructure inspections using remote operated systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting remote pilot aircraft systems (RPAS) displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan technique for monitoring RPAS, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in RPAS
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes relevant to RPAS operations
- effective communication
- error management, including error types, causes and consequences
- fatigue risk management
- human factors relevant to RPAS operations
- human performance and its limitations, including the senses, memory and situational awareness
- normal, minimum and maximum fuel pressures or battery/power levels and power draw
- risk identification, analysis and control
- RPAS as applicable to rating/endorsement requirements, including:
 - battery/fuel/power system:
 - use of a schematic diagram of battery/fuel/power system to explain layout and normal operating procedures
 - likely faults that may affect battery/fuel/power system
 - emergency operating procedures for battery/fuel/power system
 - operation of /battery/fuel/power selector panel or display
 - use of cross-feed or power distribution
 - full battery/fuel capacity and fuel grade
 - flight environment information, including :
 - head-up display (HUD) suitable for flight
 - RPAS control systems suitable for flight indications, including height, speed, direction and location
 - electrical system, including:
 - use of a schematic diagram of electrical system to explain type/s of electrical system
 - structural failures
 - likely faults that may affect electrical system
 - emergency operating procedures for electrical system
 - voltage and amperage of battery or power cell
 - number and output of generators
 - methods of circuit protection
 - location of fuses and circuit breakers
 - precautions to be taken when operating electrical devices
 - instruments and displays operated by electrics
 - detection and avoidance systems, including:
 - surveillance and collision avoidance functions of detection and avoidance systems
 - system limitations, selectivity and inhibits

- basic components of detection and avoidance systems
- identification and demonstration of controls or explanation of function of RPAS control station
- detection and avoidance systems visual displays and symbology
- functions of audio alerts and annunciations
- appropriate crew response to multiple detection and avoidance systems events
- recall of radiotelephone procedures following a detection and avoidance system alert
- requirements for a written report of a detection and avoidance systems alert and to whom it must be submitted
- automated systems, including:
 - limitations of automated systems
 - operating procedures for systems, such as flight management system, auto throttle/engine/thrust control, flight director system, automated aircraft navigation systems, and automated engine condition and monitoring system
 - workload management procedures for utilising automated systems
 - warning systems/indicators to identify automated systems failure
- RPAS checklists, including:
 - explanation of the normal system operating procedures of RPAS, sub-systems and devices used to operate specific RPAS, including use of published scans and checklists, immediate action items, warnings and limitations
- stress, workload and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0007 Perform aerial mapping and modelling using remote piloted aircraft systems

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 application of skills and knowledge required to conduct aerial mapping and modelling using remote piloted aircraft systems (RPAS), in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-flight operations, performing operational area evaluations, and conducting aerial surveys.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Conduct pre-flight actions

- 1.1 Own fitness for flight and planned operations is self-assessed
- 1.2 Operational aircraft type is determined for suitability for type of aerial mapping and modelling operation
- 1.3 Aircraft and role equipment are checked and assessed for serviceability prior to commencing flight operations
- 1.4 Required applicable maintenance documentation is compiled and checked for accuracy and completeness
- 1.5 Role equipment calibration is checked and adjusted as required
- 1.6 Planned aerial mapping and modelling operations are assessed for potential or actual hazards
- 1.7 Fuel/power requirements are determined and established within aerial operational plans
- 1.8 Issues relating to aircraft weight, performance, dimensions, load and meteorological conditions are identified and managed

2 Conduct planning and risk management

- 2.1 Suitability of current and forecast weather is determined
- 2.2 Mapping and modelling plan is developed and used as the basis for aerial operations
- 2.3 Potential and actual hazards and operational requirements are identified, risks to aerial mapping and modelling operations are assessed and appropriate risk controls implemented in accordance with the application management plan
- 2.4 Area map is correctly interpreted
- 2.5 Acceptable aircraft performance for aerial mapping and modelling operational conditions is confirmed through performance planning

- 2.6 Normal and abnormal operational communications and signals are confirmed
- 3 Conduct aerial mapping and modelling**
- 3.1 Appropriate aerial survey plans are developed for conducting safe aerial mapping and modelling operations
- 3.2 Operating area boundaries are established and environmentally sensitive areas identified, including areas that are noise sensitive, biologically susceptible, populated and urban, and restricted or dangerous
- 3.3 Potential emergency or alternate landing areas are identified and/or established for contingency operations
- 3.4 Environmental hazard factors affecting aerial mapping and modelling operations are considered
- 3.5 Wind velocity and direction are assessed for effect on operations
- 3.6 Mapping/modelling operations are conducted safely in accordance with the flight plan
- 3.7 Aerial mapping/modelling equipment is operated within scope of the plan
- 3.8 Decisions to suspend or continue safe aerial mapping/modelling are taken based on planned or actual operating conditions
- 3.9 Power lines within and outside the treatment area during an aerial survey are identified and accurately assessed to support safe operations in vicinity of power lines, including safe flying parallel to wires
- 4 Provide aerial mapping and modelling imagery**
- 4.1 Selected data is imported into data analysis software according to manufacturer procedures
- 4.2 Data is evaluated for preliminary indication of non-conformity and trends or patterns
- 4.3 Findings from data are collated and reported to appropriate persons according to team procedures
- 4.4 Data is stored for later retrieval according to procedures
- 4.5 Final inspection is made to ensure work is to workplace expectations and data is presented ready for use

- 4.6 Data recording equipment is checked and stored according to workplace procedures
- 4.7 Workplace documentation is processed according to 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.

Unit Mapping Information

No equivalent unit.

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>

Assessment Requirements for AVIW0007 Perform aerial mapping and modelling using remote piloted aircraft systems

Modification History

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:

- applying relevant aeronautical knowledge
- assessing and checking aircraft and role equipment for flight serviceability
- assessing identified environmental hazard factors
- assessing own fitness for flight and planned operations
- assessing relevant wind velocity and direction
- compiling applicable maintenance documentation
- conducting pre-flight operational planning
- determining relevant aircraft type suitability
- developing, amending and modifying mapping and modelling plans
- establishing and implementing safe operating condition margins during aerial mapping and modelling operations
- establishing operational power requirements for normal and contingency operations
- identifying aerial mapping and modelling hazards
- identifying logistical considerations for management plan
- identifying potential contingency and alternate landing areas
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs.

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:

- aerial human factors, including:
 - heat stress and dehydration
 - in-flight distractions
 - maintaining situational awareness
 - mental and physical fatigue
- aerial mapping and modelling role equipment
- applicable regulations that relate to conducting a safe aerial mapping and modelling operation

- aviation risk and fatigue risk management processes
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aerial application operations
- factors to be considered when determining payload weights for aerial application
- global navigation satellite system (GNSS) equipment and operator procedures
- low-level flight safety hazards and risks
- meteorological factors affecting aircraft flight performance during low-level flight
- relevant aerodynamics and aircraft performance
- terrain following techniques.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0008 Conduct aerial search using remote piloted aircraft

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 conduct aerial search using remote piloted aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

This unit addresses aviation technical skill requirements (physical, mental and task management abilities) related to air traffic control (ATC) duties that complement the non-technical skills of air traffic controllers and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Prepare for search**
 - 1.1** Search information is gained from search leader
 - 1.2** Routes to and from the search area are determined
 - 1.3** Search patterns are confirmed and search zones are entered accurately in unmanned aircraft systems
 - 1.4** Scanning and camera equipment are checked for faults and addressed before search operation
- 2 Conduct search operation**
 - 2.1** Search times are monitored and actioned
 - 2.2** Appropriate search phase is amended when required
 - 2.3** Search information is coordinated and/or relayed to appropriate personnel
 - 2.4** Search areas are systematically scanned and updates communicated to relevant personnel
 - 2.5** Critical search objective information is communicated efficiently to search team
- 3 Review search operation**
 - 3.1** Search operation is de-briefed with relevant personnel
 - 3.2** Search information is reviewed with search team
 - 3.3** Relevant documentation is completed and provided to relevant personnel

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

No equivalent unit.

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>

Assessment Requirements for AVIW0008 Conduct aerial search using remote piloted aircraft

Modification History

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:

- communicating clearly and concisely to relevant stakeholders using standard and non-standard phrases
- communicating effectively when providing search and rescue (SAR) alerting and emergency response
- comprehending incoming information and responding effectively
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring critical search event times
- operating equipment in accordance with standard operating procedures (SOPs)
- regulating own workload in abnormal or emergency situations
- responding and updating checklists
- responding to search alerting
- responding to stressful situations with a considered and measured approach
- using emergency messages, phrases and signals
- working systematically with required attention to detail.

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:

- documentation for providing SAR alerting and emergency response, including recording emergency and/or abnormal flight related information
- search patterns
- in-flight emergency response (IFER) documentation
- IFER management process
- jurisdictions related to SAR for different aircraft operations
- relevant and environmental procedures and regulations
- SAR time (SARTIME) criteria and emergency phase declaration
- SAR watch (SARWATCH) criteria and emergency phase declaration
- SAR organisations and authorities

- types of in-flight emergencies
- use of checklists and other documentation.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIW0009 Conduct aerial delivery/retrieval operations using remote piloted aircraft systems

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 conduct aerial delivery/retrieval operations using remote piloted aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

This unit addresses aviation technical skill requirements (physical, mental and task management abilities) related to air traffic control (ATC) duties that complement the non-technical skills of air traffic controllers and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for delivery and retrieval

- 1.1 External load characteristics and dimensions are determined and calculated
- 1.2 Aerial delivery equipment is prepared and checked as required in accordance with equipment manuals and publications
- 1.3 Remote pilot aircraft connection system is prepared and checked
- 1.4 Safety hazards are identified and addressed using established procedures
- 1.5 Remote pilot aircraft power availability is calculated to transport load effectively
- 1.6 Wind speed and direction are determined which may affect operation
- 1.7 Load-lifting location and surrounds are checked for suitability
- 1.8 Plan for delivery/retrieval is followed

2 Perform load delivery/retrieval operation

- 2.1 Remote piloted aircraft operational checks are conducted
- 2.2 Load is connected/released to/from remote pilot aircraft using appropriate operational method
- 2.3 Situational awareness of RPAS load stability and aircraft flight performance is maintained
- 2.4 External load is delivered/retrieved at nominated delivery point
- 2.5 Operation documentation is completed to organisational standards

3 Respond to external load operational emergencies and abnormal situations

- 3.1 External load operational emergencies are identified, diagnosed and communicated
- 3.2 External load operational emergency or remedial actions are undertaken to maintain safety of flight

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

No equivalent unit.

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>

Assessment Requirements for AVIW0009 Conduct aerial delivery/retrieval operations using remote piloted aircraft systems

Modification History

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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant remote pilot aircraft systems (RPAS) aeronautical knowledge
- applying relevant legislation and workplace procedures
- completing aerial delivery equipment assembly
- completing relevant documentation
- determining wind speed and direction
- identifying and using required communications technology
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating aerial delivery equipment
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- performing weight calculations
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- using communication skills for RPAS control
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- approach and overshoot considerations
- approved operational procedures and processes for different external load-lifting operations
- cargo hook system and aerial delivery equipment capabilities and limitations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to external load operations
- correct aerial delivery equipment configuration
- external load safety and configuration
- external load-lifting emergency procedures
- external load-lifting risk assessment principles
- external load-lifting verbal/non-verbal communication procedures
- organisational policies and procedures for load-lifting operations
- practices concerning external load-lifting operations
- procedures and protocols for using communications systems during an emergency
- typical problems that may occur when conducting external load-lifting operations and appropriate action and solutions
- work health and safety (WHS) issues applicable to operations, aircraft and personnel safety.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 and appropriate materials, tools, equipment and personal protective equipment (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>

AVIW0011 Operate baggage tug

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 operate a baggage tug, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-operational checks; operating baggage tug; and shutting down, parking and storing baggage tugs.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|---|
| 1 Conduct pre-operational checks on baggage tug | 1.1 Personal protective equipment (PPE) is selected and used in accordance with workplace procedures |
| | 1.2 Pre-operational checks of baggage tug are conducted in accordance with workplace procedures and manufacturer instructions |
| | 1.3 Fluid levels are topped up as required in accordance with workplace procedures |
| | 1.4 Equipment faults and malfunctions identified during pre-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements |
| 2 Operate baggage tug | 2.1 Baggage tug is manoeuvred to required location in preparation for haulage operations in accordance with workplace procedures |
| | 2.2 Baggage tug is coupled to baggage carts or other ramp equipment as directed |
| | 2.3 Baggage tug is operated in accordance with workplace procedures and manufacturer instructions |
| | 2.4 Hazards associated with operating a baggage tug are identified and appropriate precautions are taken in accordance with work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace hazard management strategies |
| | 2.5 Baggage cart or ramp equipment is hauled to required location and uncoupled in accordance with workplace procedures, local instructions and relevant regulatory requirements |
| | 2.6 Instructions for next operation are obtained and baggage tug driven to required location in accordance with workplace procedures, local instructions and regulatory requirements |
| 3 Shut down, park and store baggage tug | 3.1 Tug is manoeuvred to allocated parking or storage area at completion of scheduled haulage activities |
| | 3.2 Post-operational checks of baggage tug are conducted in accordance with workplace procedures and |

manufacturer instructions

- 3.3 Equipment faults and malfunctions identified during post-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements
- 3.4 Baggage tug is refuelled and fluid levels topped up in accordance with workplace procedures, and manufacturer instructions
- 3.5 Electric baggage tug is connected to electrical recharging supply in accordance with workplace procedures and manufacturer instructions
- 3.6 Equipment log or operational documentation is completed in accordance with workplace procedures, local instructions 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW2010 Operate baggage tug.

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>

Assessment Requirements for AVIW0011 Operate baggage tug

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards, including:
 - dust
 - jet blast
 - noise
 - obstacles in operational area
 - other vehicles/aircraft in the vicinity
 - personnel in operational area
- conducting pre-operational checks, including:
 - battery charge
 - fluid levels
 - fuel level visual inspection for faults or defects
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and

WHS standards

- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- emergency procedures
- personal protective equipment including:
 - hearing protection
 - protective clothing
 - safety footwear
 - safety gloves
- features and differences in operating characteristics for various types of baggage tugs in operation at Australian airports
- layout of airport and location of aircraft gates
- manufacturer instructions for checking and operating a baggage tug
- principles of baggage tug operation
- problems that may occur when operating a baggage tug and appropriate action that should be taken in each case
- relevant Australian Standards
- relevant information/documents, including:
 - baggage tug operational checklists
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - equipment logs/records
 - flight schedules and aircraft gate schedules
 - induction and training materials
 - licence requirements of the relevant licensing authority
 - local instructions
 - manufacturer specifications and instructions for baggage tug being operated
 - pre- and post-operational checklists
 - workplace instructions and job specification
- relevant local instructions for baggage tug operation
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to ground operations
- relevant WHS/OHS and environmental protection procedures and regulations
- risks that exist when operating a baggage tug and related risk control procedures and precautions

- workplace procedures for operating a baggage tug.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

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>

AVIW0012 Operate aircraft refuelling nozzle

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 operate aircraft refueling nozzles in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for refuelling operations, carrying out refuelling operations and completing post-refuelling operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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.

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

W – Equipment and Systems Operations

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 Prepare for refuelling operations

- 1.1** Appropriate personal protective equipment (PPE) is selected and fitted correctly
- 1.2** Pre-operational checks of equipment are conducted in accordance with workplace procedures
- 1.3** Hazards, problems and/or defects identified during pre-operational checks are reported/rectified in accordance with workplace procedures
- 1.4** Outcomes of pre-operational checks are recorded in accordance with workplace procedures
- 1.5** Refuelling site is selected

2 Carry out refuelling operations

- 2.1** Clearance to commence refuelling is obtained
- 2.2** Nozzle is grounded and bonding lead is connected to aircraft in accordance with workplace procedures
- 2.3** Instructions regarding fuel quantity are obtained
- 2.4** Refuelling auxiliary equipment is configured for safe fuel delivery
- 2.5** Aircraft is refuelled in accordance with workplace procedures

3 Complete post-refuelling operations

- 3.1** Refuelling completion operations are conducted in accordance with workplace procedures
- 3.2** Fuel sample is taken and visual check is made prior to aircraft departure in accordance with workplace procedures
- 3.3** Refuelling equipment is disconnected and stowed in accordance with workplace procedures
- 3.4** Post-refuelling documentation is completed and processed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW2029 Operate aircraft refuelling nozzle.

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>

Assessment Requirements for AVIW0012 Operate aircraft refuelling nozzle

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards must include one or more of the following:
 - contamination of or from materials being handled
 - dust
 - fuel vapours
 - hazardous or dangerous materials
 - heat
 - hot engines, static electricity, sparks and other forms of ignition
 - jet blast or rotor wash
 - noise
 - other fuelling additives
 - other aircraft or vehicles on tarmac
 - rotating propellers
 - spills, leakages and ruptures
- communicating effectively with others
- completing relevant documentation
- conducting pre-operational checks and reporting/rectifying identified hazards, problems and/or defects
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modify activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule

- operating electronic communications equipment to required protocol
- preparing for refuelling operations
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- taking fuel sample and conducting visual check prior to aircraft departure
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- pre-operational checks, including:
 - auxiliary equipment checks
 - documentation
 - fire extinguisher
 - PPE
 - radio check
 - serviceability of ladder or portable steps
 - sufficient fuel
 - visual inspection for leaks, defects and obstructions
- refuelling operations, including:
 - open port refuelling
 - pressure refuelling
- emergency procedures
- manufacturer instructions for equipment used in quality control processes
- problems that may occur when operating an aircraft refuelling nozzle and appropriate action that should be taken in each case
- quality control principles and processes for operating an aircraft refuelling nozzle
- relevant information/documents, including:
 - airport airside driver handbook
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - flight schedules
 - induction and training manuals
 - relevant International Air Transport Association (IATA) fuel guidelines

- loading and fuelling operational checklists
- manufacturer specifications and instructions for fueller/dispenser vehicle and auxiliary equipment
- workplace instructions and job specification
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and other regulations for quality control processes carried out when operating an aircraft refuelling nozzle
- relevant WHS/OHS and environmental procedures and regulations
- risks that exist when operating an aircraft refuelling nozzle and related risk control procedures and precautions
- selection and correct fitment of PPE required for aircraft refuelling, including:
 - approved clothing
 - gloves
 - hearing protection
 - high visibility clothing
 - mask or respirator
 - safety glasses
 - safety headwear and footwear
- workplace procedures for conducting various quality control operations related to operating an aircraft refuelling nozzle.

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
- relevant materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment

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>

AVIW0016 Rappel from a helicopter

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 rappel from a helicopter in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes applying aircraft safety procedures, preparing for rappelling operations, and explaining and completing on-board procedures. It also includes rappelling from a hovering helicopter and de-servicing rappelling equipment.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Apply aircraft safety procedures | <p>1.1 Dress and equipment are secured for operating in and around a helicopter</p> <p>1.2 Helicopter is approached, entered and exited in a safe manner in accordance with workplace procedures and/or flight crew instructions</p> <p>1.3 Individual seating is occupied and restraint devices applied</p> <p>1.4 Identified hazards are communicated to rappel team members</p> <p>1.5 Flight crew instructions are followed</p> <p>1.6 Environmental conditions and alternative routes to/from helicopter are identified</p> |
| 2 Prepare for rappelling operation | <p>2.1 Rappelling descent instructions are received and confirmed as required</p> <p>2.2 Workplace procedures, work health and safety (WHS)/occupational health and safety (OHS) requirements and safety control measures are applied</p> <p>2.3 Operational and rappel equipment, including personal protective equipment (PPE), is selected and fitted in accordance with workplace procedures</p> <p>2.4 Individual pre-flight check of rappel equipment is conducted</p> <p>2.5 Damage to operational, rappel and safety equipment is reported and remedial action taken in accordance with workplace procedures</p> |
| 3 Emplane and complete on-board procedures | <p>3.1 Aircraft is approached and emplaned in accordance with workplace procedures</p> <p>3.2 Ropes are secured to allocated rope attachment device, checked and prepared for flight</p> <p>3.3 Rappellers and operational equipment are secured prior to flight</p> <p>3.4 Flight crew orders and instructions are complied with</p> |

- 3.5 Rappelling and operational equipment are monitored during flight
 - 3.6 Communications and directions are interpreted and relayed to rappellers
 - 3.7 Individual in-flight safety checks are conducted
- 4 Rappel from helicopter**
 - 4.1 Rappelling exit positions are adopted under supervision of flight crew or safety officer
 - 4.2 Positions are resumed in aircraft on abort instruction from flight crew
 - 4.3 Aircraft is exited on instruction of flight crew or safety officer
 - 4.4 Descent is undertaken in a controlled manner in accordance with workplace procedures
 - 4.5 Aircraft emergency and rappelling contingency procedures are implemented as required
 - 4.6 Landing is conducted in a controlled manner in accordance with workplace procedures
 - 4.7 Rappel signals are communicated to flight crew once descent is complete
 - 4.8 On landing, rope is disconnected and landing area is cleared in accordance with workplace procedures
 - 4.9 Equipment is gathered and taken to designated team assembly point
- 5 De-service rappel equipment**
 - 5.1 Area is cleared in preparation for de-servicing of rappel equipment in accordance with workplace procedures
 - 5.2 Rappelling and operational equipment is de-serviced and stowed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW2033 Rappel from a helicopter.

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>

Assessment Requirements for AVIW0016 Rappel from a helicopter

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying organisational tactics, techniques and procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- approaching and exiting helicopter in a safe manner in accordance with workplace procedures and/or flight crew instructions
- adopting rappel exit positions, including:
 - forward exit
 - 'L' position
 - other doorway rappel exit positions in accordance with operator SOP
- communicating effectively with others, including:
 - hand signals
 - interpersonal communications
 - radio
- completing relevant documentation
- conducting individual in-flight safety checks, including:
 - equipment checks
 - rappelling equipment checks
 - personal protective equipment (PPE) checks
 - seatbelt/restraint device
- conducting rappel, operational and safety equipment individual pre-flight and in-flight checks
- descending landing in a controlled manner in accordance with workplace procedures
- following relevant legislation and workplace procedures
- identifying, operating and controlling rappelling and operational equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining situational awareness when conducting rappelling operations

- modifying activities depending on workplace contingencies, situations and environments, including:
 - climate and weather variations
 - geographical and geological variations including sloping and unstable ground
 - variations due to vegetation and urban structures
 - ground conditions, including dust and other particles
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating helicopter restraint, safety and emergency equipment
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required PPE conforming to industry and WHS standards, including:
 - eye protection goggles
 - footwear
 - hearing protection
 - helmet
 - high visibility clothing
 - leg bags
 - life jacket
 - personal lighting and beacons
 - protective clothing
 - rappelling gloves
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- assembly point or marshalling area
- characteristics of helicopters, including safety features and operating requirements
- hazards that exist when rappelling from a helicopter, including:
 - buildings
 - dust
 - livestock
 - masts/aerials
 - native fauna

- poor visibility
- public
- terrain
- trees
- vehicles
- weather conditions
- wire/power lines/fences
- in a Defence context, relevant Defence Orders and Instructions
- manufacturer instructions for equipment used for rappelling from a helicopter
- problems that may occur when rappelling from a helicopter
- aircraft and emergency rappelling contingency procedures, including:
 - aircraft collision
 - aircraft crash landing
 - aircraft fire
 - aircraft malfunction prior to take-off
 - damaged or kinked rope
 - emergency landing procedures
 - emergency retrieval of rappeller/s
 - engine failure over landing site
 - in a Defence context – procedures to evade hostile action against aircraft or self
 - loss of rappel control during descent
 - loss of visibility
 - rappeller collision with others or obstacles
 - rappeller hang-up
 - rappeller lost brake
 - rappeller injury on landing
 - rappeller inversion
 - rappeller lost balance during transition (premature exit)
 - rappelling rope caught in tree
- relevant Australian Standards
- relevant information/documents, including:
 - induction and training materials
 - operations manuals
 - workplace procedures and instructions, and job specification
- relevant legislation, regulations, organisational policy and procedures in relation to rappelling from a helicopter
- relevant WHS and environmental procedures and regulations
- risks that exist when rappelling from a helicopter
- operational and rappel safety equipment operation, including:
 - commercial in-service rappelling harness

- communications equipment
- descending device/s
- descent rope
- improvised tubular webbing harness
- incident response equipment
- individual load carrying equipment (ILCE)
- military equipment relevant to rappelling operation
- search and rescue equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0017 Operate aircraft embarkation and disembarkation equipment

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 operate aircraft embarkation and disembarkation equipment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-operational checks, operating embarkation and disembarkation equipment, and retracting and storing embarkation and disembarkation equipment.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Conduct pre-operational checks | <p>1.1 Personal protective equipment (PPE) is selected and used in accordance with workplace procedures</p> <p>1.2 Pre-operational checks of embarkation/disembarkation equipment are conducted in accordance with workplace procedures and manufacturer instructions</p> <p>1.3 Fluid levels are topped up as required in accordance with workplace procedures</p> <p>1.4 Equipment faults and malfunctions identified during pre-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements</p> |
| 2 Operate embarkation and disembarkation equipment | <p>2.1 Embarkation and disembarkation equipment is pre-positioned to assigned location in preparation for aircraft arrival in accordance with workplace procedures</p> <p>2.2 Embarkation and disembarkation equipment is manoeuvred to aircraft and positioned against fuselage in preparation for passenger embarkation/disembarkation in accordance with workplace procedures</p> <p>2.3 Embarkation and disembarkation equipment is operated in accordance with workplace procedures and manufacturer instructions</p> <p>2.4 Hazards associated with operating embarkation and disembarkation equipment are identified and appropriate precautions are taken in accordance with work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace hazard management strategies</p> |
| 3 Retract and store embarkation and disembarkation equipment | <p>3.1 Equipment is withdrawn from aircraft and manoeuvred to assigned storage bay/area at completion of loading activities in accordance with workplace procedures and local instructions</p> <p>3.2 Post-operational checks of equipment are conducted in accordance with workplace procedures and manufacturer instructions</p> <p>3.3 Equipment faults and malfunctions identified during</p> |

post-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements

- 3.4 Embarkation/disembarkation equipment is refuelled and fluid levels are topped up in accordance with workplace procedures, relevant regulatory requirements and manufacturer instructions
- 3.5 Equipment log or operational documentation is completed in accordance with workplace procedures, local instructions 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW3003 Operate aircraft embarkation and disembarkation equipment.

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>

Assessment Requirements for AVIW0017 Operate aircraft embarkation and disembarkation equipment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- conducting pre- and post-operational checks, including:
 - battery charge
 - fluid levels
 - fuel level
 - visual inspection for faults or defects
- identifying and correctly using equipment required when operating aircraft embarkation and disembarkation equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards, including:
 - hearing protection
 - protective clothing

- safety footwear
- safety gloves
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- emergency procedures
- features and differences in operating requirements for various types of embarkation/disembarkation equipment in operation at Australian airports
- hazards and associated risks that may exist when operating embarkation/disembarkation equipment and related risk control procedures and precautions
- layout of airport and location of aircraft gates
- manufacturer instructions for checking and operating embarkation/disembarkation equipment
- people to consult about operating embarkation/disembarkation equipment, including:
 - aircrew
 - check-in staff
 - ground support staff
 - load controllers
 - other members of the baggage handling and ramp teams
 - supervisors, team leaders and managers
 - technical staff
- principles of operation of embarkation/disembarkation equipment
- problems that may occur when operating embarkation/disembarkation equipment and appropriate action that should be taken in each case
- relevant Australian Standards
- relevant information/documents, including:
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - equipment log/operational record
 - embarkation/disembarkation equipment operational checklists
 - flight schedules
 - induction and training materials
 - licence requirements of the relevant licensing authority
 - manufacturer specifications and instructions for embarkation/disembarkation equipment being operated
 - pre- and post-operational checklists

- workplace instructions and job specification
- relevant legislation and regulations
- relevant local instructions for operating embarkation/disembarkation equipment
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders related to ground operations
- relevant WHS and environmental procedures and regulations
- workplace procedures for operating embarkation/disembarkation equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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
- embarkation/disembarkation equipment, including:
 - manually operated mobile stairs
 - motorised mobile stairs
 - other types of embarkation and disembarkation equipment.

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>

AVIW0018 Operate ramp equipment

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 operate ramp equipment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-operational checks, operating ramp equipment as part of baggage loading/unloading operations, and retracting and storing ramp equipment.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

- outcomes. demonstrate achievement of the element.
- 1 Conduct pre-operational checks**
 - 1.1** Personal protective equipment (PPE) is selected and used in accordance with workplace procedures
 - 1.2** Pre-operational checks of ramp equipment are conducted in accordance with workplace procedures and manufacturer instructions
 - 1.3** Fluid levels are topped up as required in accordance with workplace procedures
 - 1.4** Ramp equipment faults and malfunctions identified during pre-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements
 - 2 Operate ramp equipment as part of baggage loading/unloading operations**
 - 2.1** Ramp equipment is manoeuvred to aircraft and positioned in preparation for baggage loading/unloading operations in accordance with workplace procedures, local instructions and relevant regulatory requirements
 - 2.2** Height of ramp equipment is adjusted to align with baggage hold doorway and baggage carts in accordance with workplace procedures and manufacturer instructions
 - 2.3** Ramp equipment is operated in accordance with workplace procedures, work health and safety (WHS)/occupational health and safety (OHS) regulations and manufacturer instructions
 - 2.4** Hazards associated with operation of ramp equipment are identified and appropriate precautions are taken in accordance with WHS/OHS regulations and workplace hazard management strategies
 - 2.5** Safe manual handling techniques are applied when handling baggage as part of ramp operation activities in accordance with WHS/OHS regulations and workplace procedures
 - 2.6** Loading/unloading of baggage is completed in collaboration with other members of ramp team in accordance with team leader/supervisor directions, load plan, workplace procedures and regulatory requirements
 - 3 Retract and store ramp equipment**
 - 3.1** Ramp equipment is retracted and manoeuvred to storage bay/area at completion of loading activities in

accordance with workplace procedures

- 3.2 Post-operational checks of ramp equipment are conducted in accordance with workplace procedures and manufacturer instructions
- 3.3 Ramp equipment faults and malfunctions identified during post-operational checks are rectified or reported in accordance with workplace procedures and regulatory requirements
- 3.4 Ramp equipment is refuelled and fluid levels are topped up in accordance with workplace procedures, relevant regulatory requirements and manufacturer instructions
- 3.5 Equipment log or operational documentation is completed in accordance with workplace procedures, local instructions 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW3004 Operate ramp equipment.

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>

Assessment Requirements for AVIW0018 Operate ramp equipment

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate hazards, including:
 - dust
 - jet blast
 - noise
 - other vehicles in the vicinity of the aircraft
 - personnel in the vicinity of the aircraft
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to ramp equipment
- conducting pre-operational checks, including:
 - battery charge level
 - fluid levels
 - fuel level
 - visual inspection for faults or defects
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and take appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified promptly in accordance with regulatory requirements

- and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards, including:
 - hearing protection
 - protective clothing
 - safety footwear
 - safety gloves
 - working collaboratively with others
 - working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- emergency procedures
- features and differences in operating characteristics for various types of ramp equipment in operation at Australian airports
- layout of airport and location of aircraft gates
- manufacturer instructions for checking and operating ramp equipment
- people to consult about operating ramp equipment, including:
 - aircrew
 - ground support staff
 - load controllers
 - other members of baggage handling and ramp teams
 - supervisors, team leaders and managers
 - technical staff
- principles of ramp equipment operation
- problems that may occur when operating ramp equipment and appropriate action that should be taken in each case
- relevant Australian Standards
- relevant information/documents, including:
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - equipment logs/records
 - flight schedules
 - induction and training materials
 - licence requirements of the relevant licensing authority
 - local instructions
 - pre- and post-operational checklists

- ramp equipment operational checklists
- workplace instructions and job specification
- manufacturer specifications and instructions for ramp equipment being operated
- relevant local instructions for operating ramp equipment
- ramp equipment, including:
 - baggage carts
 - belt loader
 - up-down pallet loader.
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders related to ground operations
- relevant WHS and environmental procedures and regulations
- risks that exist when operating ramp equipment and related risk control procedures and precautions
- selection and correct fitment of PPE
- workplace procedures for operating ramp equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0020 Refuel aircraft

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 refuel aircraft in compliance with relevant regulatory requirements and national operating standards.

It includes conducting pre-operational checks on fueller/dispenser vehicle and equipment, loading fueller and positioning fueller/dispenser vehicle. It also includes carrying out refuelling operations, completing post-refuelling operations and completing documentation.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|---|
| 1 Conduct pre-operational checks on fueller/dispenser vehicle and equipment | 1.1 Personal protective equipment (PPE) is selected and used in accordance with workplace procedures |
| | 1.2 Hazards are identified, risks are assessed and hazard management implemented |
| | 1.3 Pre-operational checks of fueller/dispenser vehicle and auxiliary equipment are conducted |
| | 1.4 Problems or defects identified during pre-operational checks are reported or rectified in accordance with workplace procedures and manufacturer requirements |
| | 1.5 Outcomes of pre-operational checks are reported and recorded |
| 2 Load fueller | 2.1 Vehicle is positioned at loading bay and all precautionary and reporting requirements are carried out |
| | 2.2 Vehicle is grounded and loading bay bonding lead is connected to fueller |
| | 2.3 Fueller is dipped and ullage is determined |
| | 2.4 Loading operations and quality control checks are completed |
| 3 Position fueller/dispenser vehicle | 3.1 Fueller/dispenser vehicle is moved to aircraft |
| | 3.2 Aircraft is approached following confirmation has been provided that is safe to approach the aircraft in accordance with the aircraft operator's manual suite and workplace procedures |
| | 3.3 Vehicle is positioned either underwing or standoff, depending on aircraft type |
| | 3.4 Appropriate precautions are taken to avoid risk of collision with aircraft control surfaces and engines |
| | 3.5 Fueller/dispenser vehicle is parked in a position that provides easiest route for evacuation in an emergency |
| 4 Carry out refuelling operations | 4.1 Vehicle is grounded and bonding lead is connected to aircraft |

- 4.2** Pressure refuelling auxiliary equipment is positioned and hose is connected
 - 4.3** Hydrant dispenser delivery hoses and couplings are connected to aircraft and intake hose is connected to inlet coupler
 - 4.4** Aircraft is refuelled to required fuel quantity or tank capacity
- 5 Complete post-refuelling operations**
 - 5.1** Refuelling operations are completed
 - 5.2** Fuel sample is taken from filter sump/inlet and visual check is made prior to aircraft departure
 - 5.3** Hoses, couplings and auxiliary equipment are disconnected and stowed
 - 5.4** Hydrant dispenser lanyard is disconnected, and pit valve dust cover and hydrant pit lid are replaced
 - 5.5** Reel hoses are rewound and stowed
 - 5.6** Fueller/dispenser vehicle is driven either to depot or to next aircraft in accordance with workplace procedures, regulatory requirements and local instructions
- 6 Complete documentation**
 - 6.1** Hard copy documentation and paperwork is completed as required and airline representative's signature is obtained
 - 6.2** Electronic fuel management systems are used to report, record and verify refuel operations

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 AVIW3006 Refuel aircraft.

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>

Assessment Requirements for AVIW0020 Refuel aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying and correctly using relevant equipment
- identifying hazards, including:
 - contamination of, or from, materials being handled
 - dust
 - fuel vapours
 - hazardous or dangerous materials
 - hot engines, static electricity, sparks and other forms of ignition
 - jet blast
 - noise
 - other additives (such as water, methanol and icing inhibitors)
 - other vehicles on tarmac
 - rotating propellers
 - spill, leakages and ruptures
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures and local instructions

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- differences in refuelling procedures for various types of aircraft
- emergency procedures
- manufacturer instructions for fueller vehicle and auxiliary equipment
- relevant Australian Standards
- relevant information/documents, including:
 - airport airside driver handbook
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - flight schedules
 - relevant International Air Transport Association (IATA) fuel guidelines
 - induction and training materials
 - loading and fuelling operational checklists
 - manufacturer specifications and instructions for fueller/dispenser vehicle and auxiliary equipment
 - workplace instructions and job specification
- relevant legislation and regulations such as the Australian Dangerous Goods (ADG) Code
- people to consult about refuelling operations, including:
 - aircrew
 - airline engineers or representatives
 - ground support staff
 - other refuelling staff
 - supervisors and managers
 - technical staff
- pre-operational checks of refueler, including:
 - air-pressure after start-up
 - auxiliary equipment
 - brake interlock override switch seal
 - brake test
 - fire extinguishers
 - radio check with base

- required documentation
- sampling equipment and water detection capsules
- serviceability of ladder or portable steps
- sufficient fuel levels in fueller for planned refuelling job
- vehicle parked in designated area
- visual inspection for leaks, defects and obstructions
- PPE including:
 - approved uniform
 - gloves
 - hearing protection
 - high visibility clothing
 - mask or respirator
 - safety glasses
 - safety headwear and footwear
- principles and processes of aircraft refuelling
- problems that may occur when refuelling an aircraft and appropriate action that should be taken in each case
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and other regulations for the refuelling of aircraft
- relevant WHS and environmental procedures and regulations
- risks that exist when refuelling an aircraft and related risk control procedures and precautions
- selection and correct fitting of PPE
- workplace procedures for loading a fueller and refuelling aircraft.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0022 Coordinate aircraft movements and storage

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 coordinate aircraft movements and storage in compliance with relevant regulatory requirements and national operating standards.

It includes regulating aircraft engine ground running, controlling aircraft parking, providing escort services to aircraft, providing ground security to aircraft and monitoring aircraft refuelling.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|--|------------|--|
| 1 Regulate aircraft engine ground running | 1.1 | Appropriate ground engine running locations are selected |
| | 1.2 | Engine ground running is checked in relation to time, duration and level |
| | 1.3 | Ground running activities are reported |
| 2 Control aircraft parking | 2.1 | Compliance with aircraft parking restrictions is checked |
| | 2.2 | Hazards are identified, risks are assessed and hazard management implemented |
| | 2.3 | Aircraft push-backs are monitored |
| | 2.4 | Marshalling services are provided as required |
| | 2.5 | Parking breaches are logged and reported, and appropriate action is taken |
| 3 Provide escort services to aircraft | 3.1 | Need for escort services is appropriately assessed |
| | 3.2 | Appropriate communications are established and maintained |
| | 3.3 | Appropriate safe movement routes are taken |
| 4 Provide ground security to aircraft | 4.1 | Parked aircraft are routinely observed |
| | 4.2 | Suspicious or unusual activity in the vicinity of parked aircraft is investigated, logged and reported |
| 5 Monitor aircraft refuelling | 5.1 | Use of correct procedures and standards in refuelling activities is monitored |
| | 5.2 | Correct disposal of fuel samples is ensured |
| | 5.3 | Breaches are logged and reported |

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 AVIW3021 Coordinate aircraft ground 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>

Assessment Requirements for AVIW0022 Coordinate aircraft movements and storage

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- managing and controlling hazardous situations when carrying out work activities
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others, or damage to goods or equipment.

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:

- communications equipment checks
- emergency procedures
- physical characteristics of aircraft
- procedures for operating electronic communications equipment

- purpose and application of unserviceability markers
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders and other regulations for ground operations
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS/OHS and environmental procedures and regulations
- requirements for completing relevant documentation
- standard operating procedures for coordinating aircraft ground operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0023 Implement wildlife hazard control measures

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 implement wildlife hazard control measures in compliance with relevant regulatory requirements and national operating standards.

It includes assessing wildlife hazards and reporting on the effectiveness of wildlife hazard control programs.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1 Assess wildlife hazards | 1.1 Bird and animal counts are undertaken |
| | 1.2 Records are kept and analysed |
| | 1.3 Wildlife hazards are reported to relevant notification authorities in accordance with standard operating procedures (SOPs) |
| | 1.4 Procedures for controlling wildlife hazards are reviewed and implemented in accordance with the wildlife hazard management plan |
| | 1.5 Appropriate control measures for identified wildlife hazards are selected and implemented in accordance with relevant legislative and regulatory requirements |
| 2 Report on effectiveness of wildlife hazard control programs | 2.1 Reports on incidents involving birds or animals to aircraft or infrastructure are prepared |
| | 2.2 Recommendations on effectiveness of wildlife hazard control measures and procedures are made to aerodrome management |

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 AVIW3023 Implement wildlife hazard control measures.

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>

Assessment Requirements for AVIW0023 Implement wildlife hazard control measures

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- hazard control measures must include one or more of the following:
 - computer
 - cracker shells and live ammunition
 - freezer
 - radio
 - rifles
 - shotguns
 - vehicle
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures, including:
 - environmental protection legislation
 - industrial relations and workplace compensation legislation
 - relevant licensing authority licence requirements
 - local instructions
 - relevant Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
 - relevant work health and safety (WHS) legislation
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing risk management procedures
- implementing WHS procedures, Civil Aviation Safety Authority (CASA) Manual of Standards (MoS) and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations 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 identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- emergency procedures
- procedures for managing and controlling hazardous situations when carrying out work activities
- relevant Australian Standards
- relevant information/documents, including:
 - aerodrome manual
 - forms and databases
 - legislation and guidance material
 - maps
 - national and state/territory regulations, authorising permits and approvals
 - customer contract specifications, standards and instructions
 - manufacturer specifications and instructions for equipment/materials used when implementing wildlife hazard control measures
 - equipment logs/records
 - wildlife hazard management plan
 - workplace procedures and instructions, and job specification
- relevant sections of CASRs, Civil Aviation Orders related to aerodrome wildlife hazard management and environmental protection legislation
- relevant licensing authority licence requirements
- local instructions
- relevant WHS legislation
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS, risk assessment, and environmental procedures and regulations
- requirements for completing relevant documentation
- SOPs relating to the wildlife hazard control program

- steps involved in planning 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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0024 Perform down the wire duties

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 perform wireman duties in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for recovery or deployment and recovering/deploying equipment and personnel.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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 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

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for recovery/deployment

1.1 Personal protective equipment (PPE) is inspected, donned, connected and checked

1.2 Hoisting equipment and/or personnel to be hoisted are prepared, inspected, connected and checked

1.3 Personnel to be hoisted are briefed as required

2 Recover/deploy equipment/personnel

2.1 Hand signals are used as required

2.2 Positive control of equipment and personnel is maintained during ascent and descent

2.3 Assistance for personnel is provided as required in hoisting operations

2.4 Assistance for personnel is provided as required in abnormal/emergency hoisting operation situations

2.5 Disconnection of equipment and personnel is conducted in accordance with organisational policy and procedures

2.6 Cable is earthed prior to completing descent

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 AVIW3024 Perform wireman duties.

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>

Assessment Requirements for AVIW0024 Perform down the wire duties

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying aircraft safety procedures when performing wireman duties, including:
 - preparing for flight operations
 - operating around aircraft
 - implementing aviation safety emergency procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing hoisting recovery equipment operations
- completing relevant documentation
- giving and receiving instructions related to performing wireman duties
- identifying and using required communications technology
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment
- performing equipment assembly
- performing hoisting operations in at least one of the following environments:
 - bushfire affected areas
 - confined areas
 - forest/bush
 - mountainous areas
 - over land
 - over water

- pinnacles
- ship/boat transfers
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and rectifying any identified problems, faults or malfunctions promptly
- using verbal and non-verbal communication skills for signalling and briefing
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- environment for hoisting operations, including:
 - bushfire affected areas
 - confined areas
 - forest/bush
 - mountainous areas
 - over land
 - over water
 - pinnacles
 - ship/boat transfers
- abnormal/emergency situations, including:
 - aircraft malfunction
 - aircraft system failure
 - communications equipment failure
 - electrical/mechanical failure
 - fouled cable
 - fouled hoist
 - hoist equipment malfunction
 - hoistee incapacitation
 - intercom system failure during hoisting operations
 - operator incapacitation
 - runaway hoist
- abnormal/emergency conditions and responses, including:
 - aircraft actions
 - individual actions
- aircraft flight control operation

- aircraft safety procedures, including:
 - preparing for flight operations
 - operating around aircraft
 - implementing aviation safety emergency procedures
- approved operational procedures and processes for different hoisting operations
- communication skills for signalling and briefing
- correct hoist and equipment configuration
- hoist capabilities and limitations
- hoisting equipment, including:
 - double lift harness
 - emergency slings
 - extension strop
 - hi-line transfer equipment
 - rescue litter
 - rescue net
 - rescue strop
 - rope harness sling
 - single rescue sling
 - stretchers
 - transfer equipment and message bag
- preparing hoisting equipment, including:
 - assistance in the donning of personal protective equipment (PPE)
 - securing of items/loads/personnel
- hand signals, including:
 - aircraft go around
 - all clear
 - boom in/out
 - cease movement
 - come up/down
 - emergency descent
 - hoist in/out
 - hoist up/down
 - move left/right
 - ready to be hoisted
 - stop hoisting
- relevant Australian Standards
- relevant information/documentation, including:
 - aeronautical information publication (AIP)
 - approved checklists
 - charts

- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- flight manual/pilot operating handbook (POH)
- induction and training materials
- in a Defence context, relevant Defence Orders and Instructions
- operations manuals
- workplace procedures and instructions, and job specification
- relevant legislation and regulations, including:
 - relevant Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
 - state/territory environmental protection legislation
 - national and state/territory WHS
- organisational policy and procedures in relation to performing down the wire duties
- personnel safety
- typical problems that may occur when performing down the wire duties, actions and appropriate solutions
- WHS issues applicable to down the wire operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0025 Complete aircraft and flight equipment pre- and post-flight actions

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 and flight equipment pre- and post-flight actions in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing aircraft and flight equipment, performing aircraft pre- and post-flight actions, and completing post-flight requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 Prepare aircraft and flight equipment

- 1.1 Aircraft fuel levels are confirmed as sufficient to achieve flight requirements
- 1.2 Personal protective equipment (PPE) is inspected and prepared for use
- 1.3 Flight equipment is stowed appropriately in aircraft
- 1.4 Applicable aircraft publications are obtained or accessed

2 Perform aircraft pre- and post-flight actions

- 2.1 Aircraft maintenance documentation is inspected for correct compilation and completion
- 2.2 Information/documentation about serviceability of aircraft, engineering limitations, fuel state and configuration is obtained and assessed for flight or mission capability
- 2.3 Aircraft pre-flight inspections are conducted
- 2.4 Aircraft fluid systems are checked and replenished as approved by flight crew maintenance
- 2.5 Aircraft post-flight inspections are conducted
- 2.6 Aircraft discrepancies and unserviceabilities are reported

3 Complete post-flight requirements

- 3.1 Aircraft publications are stored and updated
- 3.2 Specialist flight equipment is inspected and stored for future use
- 3.3 PPE is inspected and stored in appropriate areas
- 3.4 Identified flight equipment unserviceabilities are reported and recorded in accordance with maintenance recording 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 AVIW3025 Complete aircraft and flight equipment pre- and post-flight actions.

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>

Assessment Requirements for AVIW0025 Complete aircraft and flight equipment pre- and post-flight actions

Modification History

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, performance criteria and the range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and using ground support equipment required for replenishing aircraft systems
- identifying and using required communications technology
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following aircraft documentation
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- operating specialist equipment
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of

the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft and aircraft systems configuration and operation
- aircraft and flight equipment inspection procedures and serviceability criteria
- documentation inspection and compilation procedures
- aircraft publications, including:
 - aviation maintenance documentation
 - checklists
 - flight manuals
 - organisational policy and procedures manuals
- pre- and post-flight inspection procedures
- relevant Australian Standards
- aircraft documentation, including:
 - aeronautical information publication (AIP)
 - aircraft flight manual (AFM)
 - approved checklists
 - charts
 - in a Defence context, relevant Defence Orders and Instructions
 - induction and training materials
 - operations manuals
 - pilot operating handbook (POH)
 - relevant sections of Civil Aviation Safety Regulations (CASRs)
- workplace procedures and instructions, and job specification relevant legislation and regulations, including:
 - CASRs and Civil Aviation Orders related to aircraft maintenance
 - state/territory environmental protection
 - national and state/territory WHS
- relevant WHS responsibilities
- specialist equipment inspection procedures
- specialist equipment uses, capabilities and limitations
- typical problems that may occur when completing aircraft and flight equipment pre- and post-flight actions, and appropriate solutions.

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 must occur in workplace operational situations. Where this is not appropriate,

assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0026 Conduct night vision imaging system operations

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 conduct night vision imaging system (NVIS) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for, conducting and concluding NVIS operations as an individual flight crew member.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight crew/s 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for NVIS operations

- 1.1** Pre-flight information is obtained and prepared to identify safe flight routes, weather and operating terrain
- 1.2** Aviation risk management processes are implemented to minimise risk to safety of flight, personnel and equipment
- 1.3** NVIS lighting limitations/considerations are reviewed
- 1.4** Crew briefing is delivered or received about NVIS operational objectives
- 1.5** NVIS equipment is obtained and pre-operational checks are completed in accordance with organisational policies and procedures
- 1.6** Aircraft NVIS sensors, aids and equipment serviceability preparatory and adjustments are completed, and defects are identified and reported in accordance with organisational policies and procedures

2 Conduct NVIS operations

- 2.1** NVIS equipment and personal flight equipment are used to safely operate aircraft systems
- 2.2** Instrumentation and/or NVIS checks are completed at appropriate times to identify visual clues
- 2.3** Night vision human factors are monitored and corrective action taken as required in accordance with organisational policies
- 2.4** Reconnaissance of operational area is completed to ensure aircraft safety in accordance with organisational policies
- 2.5** NVIS emergency and abnormal conditions are identified and reacted to in accordance with organisational procedures and practices
- 2.6** Situational awareness is maintained to ensure safety of flight, crew, personnel and equipment
- 2.7** Individual flight crew coordination and management principles are implemented to ensure operational intent in accordance with organisational policies

3 Conclude NVIS operations

- 3.1** Post-flight analysis and debriefing is conducted in accordance with organisational policies

- 3.2 Post-flight documentation is completed and processed
- 3.3 After-use servicing is completed and identified equipment defects are reported in accordance with organisational policies

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 AVIW3026 Conduct night vision imaging system 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>

Assessment Requirements for AVIW0026 Conduct night vision imaging system operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying principles of crew coordination and management relevant to night vision imaging system (NVIS) operations during flight
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- applying visual scanning techniques and procedures during NVIS operations
- communicating effectively with others
- conducting or participating in pre-flight, flight and post-flight briefings and debriefings relevant to NVIS operations
- implementing aviation risk management processes, procedures and required actions to minimise, control or eliminate identified hazards
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and calculating luminance/illumination levels for NVIS operations
- interpreting and following operational instructions and prioritising work during NVIS operations
- maintaining or regaining degraded, situational awareness while conducting NVIS operations
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with organisational procedures
- participating in or delivering stakeholder briefing requirements, including:
 - planning for recovery from inadvertent instrument meteorological conditions (IMC) entry and loss of visual cues
 - transit flight, let-down and approach procedures
 - landing and take-off procedures
 - role functions and procedures
 - contingency management

- post-flight debriefings
- analysing objectives and outcomes of flight and reviews of operating procedures
- analysing effectiveness and efficiency in the use and performance of role equipment
- identifying achievements and faults or errors that occurred during NVIS flight and providing guidance and feedback to other flight crew members
- ensuring inspection, servicing and stowage arrangements for NVIS equipment
- performing blind cockpit or cabin checks during relevant flight operational checks and procedures
- performing or contributing to relevant flight planning procedures
- performing NVIS sensor, equipment or device pre- and post-flight inspections and adjustments to ensure optimisation for use and future operation
- planning navigation and/or operational requirements
- planning own work, predicting consequences and identifying improvements
- reporting and rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to aircraft, crew, personnel and equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeromedical factors under NVIS operations, including:
 - visual performance limitations:
 - field of view (FOV)
 - eye relief distance
 - dynamic visual scan
 - unaided peripheral cueing
 - visual acuity
 - visibility determinants
 - contrast
 - depth perception and related functions
 - dynamic and static visual flight cues
 - NVIS and helmet assembly
 - eye protection
- pre-flight information, including:
 - authorised aviation maps, charts and flight supplements
 - meteorological information
 - NVIS risk assessments and/or management plans

- terrain data
- aviation risk management processes and procedures applicable to NVIS operations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Aeronautical Knowledge relevant to NVIS operations
- common NVIS equipment faults and defects
- concepts and procedures relating to blind cockpit and cabin checks
- crew coordination within an NVIS operating environment, including:
 - scanning arcs of responsibility
 - NVIS operations terminology
 - degraded situational awareness due limited visibility
- cues and techniques that optimise navigation processes under NVIS conditions
- effect of meteorological conditions on illumination levels and NVIS equipment, sensor and/or device performance
- NVIS sensors, aids and equipment, including:
 - active infra-red (IR)
 - enhanced vision systems
 - forward looking IR radars
 - head-up displays (HUD)
 - laser range gating
 - night vision devices
 - night vision goggles
 - thermal imaging systems
- NVIS sensors, aids and equipment serviceability, including:
 - aircraft internal/external night-aided lighting checks
 - aural and visual warning system checks
 - eyepiece or objective lens cannot be focused
 - eye-span and eye relief cannot be achieved
 - image obscurations
 - inability to focus
 - intermittent operation
 - low battery or power indications
 - night-aided sensors, aids and devices checks
- effects of atmospheric conditions on electromagnetic energy and the resolution of NVIS sensors, equipment and devices
- NVIS sensors fail to initialise/self-test, including:
 - NVIS equipment mounting systems unserviceable
 - non-operation
 - poor or degraded image quality
- emergency and abnormal situation procedures applicable to NVIS-specific operations, including:
 - breakdown in crew coordination and communications

- degraded or loss of situational awareness
- inadvertent instrument meteorological conditions (IMC)
- night-aided aircraft and personal equipment failures
- flight planning considerations, terrain and route selection factors applicable to NVIS operations
- flight rules and NVIS legislation, including:
 - privileges and limitations of an NVIS rating and endorsement
 - requirements for conducting a flight using NVIS
 - requirements for conducting a flight using NVIS below 500 feet above ground level (AGL)
 - minimum aircraft equipment requirements
 - determining if NVIS equipment meets minimum standards to be authorised for use
- focal and ambient vision
- human factors under NVIS conditions, including:
 - fatigue:
 - acute
 - cumulative
 - circadian
 - visual fatigue
 - psychological fatigue
 - physical fatigue
 - sleep quality and sleep debt
 - circadian rhythm:
 - biological rhythm
 - light/dark adaption
 - dark adaptation:
 - foveal cone stimulation
 - time to adapt
 - performance/alertness
 - pre-adapt to reverse cycle operations
 - crew duty limits and flight crew rostering
 - mission/task planning
 - pharmaceutical support
 - flight crew management strategies:
 - sleep environment
 - napping strategies
 - physical fitness
 - coffee and alcohol effects
 - self-imposed restrictions
 - post-flight visual problems:

- transient colour distortion
- eye fatigue
- NVIS operations – hypoxia considerations
- human physiological functions and the electromagnetic spectrum under NVIS conditions
- internal and external organisational regulatory requirements for NVIS operations
- key visual cues for identifying and interpreting terrain features and obstacles under NVIS conditions, including shadow and surface
- meteorological requirements for NVIS operations
- minimum crewing requirements for the conduct of NVIS operations
- NVIS equipment components and their functions
- NVIS field of view, field of regard and how they relate to visual scanning techniques
- NVIS hazards, including:
 - non-trained personnel
 - non-compatible lighting
- NVIS operations crew coordination procedures during pre-flight, flight operations and post-flight activities
- NVIS operations qualification, currency and recency requirements
- NVIS techniques for adapting visually to night conditions
- organisational policies that apply to storage, handling, usage and control of NVIS equipment, sensors, aids and devices
- organisational requirements for NVIS equipment aircraft compatibility
- potential NVIS illusions and misperceptions and their effects on spatial orientation
- procedures and techniques to enhance in-flight navigation during NVIS operations
- relationship between illuminance and luminance
- risk management processes and procedures applicable to NVIS operations
- self-imposed and physiological fatigue issues that impact on NVIS operations
- sources, types and effects of illumination levels in NVIS operations
- terrain interpretation and navigation techniques
- types of aviation NVIS operations
- WHS issues applicable to conducting night-aided aviation operations
- NVIS personal flight equipment, including:
 - eye protection
 - flares, strobes, beacons and IR markers
 - handheld torches
 - IR compatible lighting systems
 - lip and finger lights
 - personal life-support equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (PPE) currently used in industry
- aircraft, including one or more of the following:
 - fixed or rotary wing aircraft compatible with and authorised to conduct NVIS operations
 - single or multiple engine.

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>

AVIW0027 Deliver pyrotechnics and handheld stores

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 deliver pyrotechnics and handheld stores in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing pyrotechnics or stores for aerial delivery, deploying pyrotechnics or stores, and responding to in-flight pyrotechnic and stores emergencies.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|---|
| 1 Prepare pyrotechnics or stores for delivery | 1.1 Information/documentation about pyrotechnics or handheld stores is obtained, read and used to guide work as required |
| | 1.2 Pyrotechnics or stores are stored securely in aircraft |
| | 1.3 Pyrotechnics or stores are inspected for serviceability in accordance with preparation procedures |
| | 1.4 Pyrotechnics or stores are prepared and/or armed for use in accordance with preparation instructions |
| 2 Deploy pyrotechnics or stores | 2.1 Personal protective equipment (PPE) is selected and used in accordance with organisational policies and procedures |
| | 2.2 Hazards are identified, risks are assessed and hazard management implemented |
| | 2.3 Pyrotechnics or handheld stores are released or deployed in accordance with operational instructions |
| 3 Respond to in-flight pyrotechnics or stores emergency | 3.1 Pyrotechnic or handheld stores emergencies are identified |
| | 3.2 Emergency procedures are implemented and appropriate response undertaken |

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 AVIW3027 Deliver pyrotechnics and handheld stores.

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>

Assessment Requirements for AVIW0027 Deliver pyrotechnics and handheld stores

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- completing relevant documentation
- identifying and using required communications technology
- implementing arming and preparation procedures for pyrotechnics and handheld/air launched stores
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following flight and operational manuals and safety policies
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- performing serviceability inspection of pyrotechnics and handheld/air launched stores
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- in a Defence context, relevant Defence Orders and Instructions
- organisational policies and procedures for storing pyrotechnics and handheld/air launched stores
- pyrotechnics or handheld stores, including:
 - chaff
 - expendable mobile anti-submarine warfare training targets (EMATTS)
 - flares
 - heliboxes
 - life rafts
 - marker marines
 - search and rescue (SAR) datum buoys
 - signal underwater sound
 - smoke
 - sonobuoys
- practices for pyrotechnic and handheld/air launched stores delivery
- preparation and arming procedures of pyrotechnics and handheld/air launched stores
- procedures and protocols for using communications systems during an emergency
- relevant emergency procedures and duty of care requirements
- relevant Australian Standards
- relevant legislation and regulations, including:
 - Civil Aviation Safety Regulations (CASR) and Civil Aviation Orders
 - state/territory environmental protection
 - national and state/territory WHS
- relevant WHS responsibilities
- information/documentation, including:
 - aeronautical information publication (AIP)
 - approved checklists
 - charts
 - conditions of service, legislation and industrial agreements, including workplace agreements and awards
 - relevant sections of CASR
 - induction and training materials
 - flight manual/pilot operating handbook (POH)
 - operations manuals
 - workplace procedures and instructions, and job specification
- serviceability inspection procedures for pyrotechnics and handheld/air launched stores
- typical problems that may occur when delivering pyrotechnics and handheld/air launched stores, and appropriate action and solutions
- emergencies, including:

- aircraft emergencies
- aircraft malfunction
- battery malfunctions
- hung sonobuoy
- inadvertent release
- premature discharge
- WHS policies relating to pyrotechnic and handheld/air launched stores delivery.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0028 Operate and manage remote pilot aircraft systems

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 operate and manage remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing RPAS during normal flight, and managing RPAS during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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 within a single-pilot or multi-crew RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Operate and manage RPAS during normal flight

- 1.1 RPAS, sub-systems and devices are operated to achieve operational requirements
- 1.2 RPAS, sub-systems and devices are monitored using a systematic scan technique
- 1.3 RPAS and flight environment information is analysed to identify actual and potential threats or errors
- 1.4 RPAS automation is utilised to manage control station workload
- 1.5 Checklist procedures are implemented during normal RPAS operations

2 Manage RPAS during abnormal and emergency procedures

- 2.1 Abnormal or emergency situations are identified, diagnosed and communicated
- 2.2 RPAS control is maintained at all times
- 2.3 RPAS abnormal or emergency checklist procedures are implemented to maintain safety of flight
- 2.4 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.5 Location and operation of emergency systems applicable to RPAS are explained

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 AVIW3038 Operate and manage remote pilot aircraft

systems.

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>

Assessment Requirements for AVIW0028 Operate and manage remote pilot aircraft systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting remote pilot aircraft systems (RPAS) displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocol
- performing systematic scan technique for monitoring RPAS, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- undertaking fault finding in RPAS
- using automated systems to manage workload
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes relevant to RPAS operations
- effective communication
- team briefings

- risk identification, analysis and control in relation to RPAS operations
- emergency plans
- emergency equipment
- emergency manoeuvres to avoid collision
- flight environment information, including:
 - head-up display (HUD) suitable for flight
 - RPAS control systems suitable for flight indications, including height, speed, direction and location
- RPAS as applicable to rating/endorsement requirements in relation to RPAS type if relevant:
 - battery/fuel/power system:
 - likely faults that may affect battery/fuel/power system
 - emergency operating procedures for battery/fuel/power system
 - operation of /battery/fuel/power selector panel or display full battery/fuel capacity and fuel grade
 - electrical system:
 - likely faults that may affect electrical system
 - detection and avoidance systems:
 - surveillance and collision avoidance functions of detection and avoidance systems
 - system limitations
 - automated systems:
 - limitations of automated systems.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0029 Manage pre- and post-flight actions

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 pre- and post-flight actions in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes completing pre- and post-flight administration, performing pre- and post-flight actions/inspections, and performing and certifying daily inspections.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|--|---|
| outcomes. | demonstrate achievement of the element. |
| 1 Complete pre- and post-flight administration | 1.1 Pre- and post-flight planning and documentation is completed in accordance with regulatory requirements and/or operations manual |
| | 1.2 Aircraft take-off and landing performance is calculated in accordance with performance charts |
| | 1.3 Aircraft weight and balance is confirmed |
| | 1.4 Pre- and post-flight maintenance release (flight technical log) and flight administration is completed in accordance with regulatory requirements and/or operations manual |
| | 1.5 Aircraft serviceability is determined by daily inspection, and certification of daily inspection in maintenance release (flight and technical log) is completed in accordance with regulations |
| 2 Perform pre- and post-flight actions/inspection | 2.1 Equipment and documentation, as required by regulation, is identified and secured in aircraft pre-flight |
| | 2.2 Hazards are identified, risks are assessed and hazard management implemented |
| | 2.3 Internal checks are completed in accordance with approved checklist |
| | 2.4 External checks are completed in accordance with approved checklist |
| | 2.5 Flight equipment and documentation are removed from aircraft post-flight |
| | 2.6 Aircraft is secured in accordance with manufacturer specifications and organisational procedures |
| 3 Perform and certify daily inspection | 3.1 Daily inspection of aircraft is performed in accordance with authorised aviation maintenance systems |
| | 3.2 Appropriate actions are undertaken to rectify discrepancies |
| | 3.3 Daily inspection is certified in accordance with 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIW4001 Manage pre- and post-flight actions.

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>

Assessment Requirements for AVIW0029 Manage pre- and post-flight actions

Modification History

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:

- accessing and applying relevant regulations, orders and information to the performance of the required planning, pre- and post-flight administrative functions
- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying air safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- calculating aircraft performance for all phases of flight
- calculating fuel requirements
- calculating rotorcraft hover performance (for rotorcraft only)
- calculating take-off and landing performance
- certifying aircraft flight technical log
- communicating effectively with others
- completing internal and external aircraft checks
- completing relevant documentation
- complying with flight authorisations
- conducting maintenance and flight briefings
- determining optimum cruise altitude for operations safety and efficiency requirements
- ensuring all aircraft locking and securing devices, covers and bungs are removed and stowed securely
- entering defects or endorsements to permissible unserviceabilities in aircraft flight technical log
- identifying all relevant radio and navigation aid facilities to be used during flight
- identifying and correctly using relevant equipment
- identifying and securing equipment and documentation required for flight
- identifying minimum equipment applicable to aircraft type
- identifying special aerodrome procedures
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations

- interpreting and following operational instructions and prioritising work
- liaising with qualified maintenance personnel to determine action required in relation to identified defects or damage
- meeting flight crew obligations and restrictions in regard to daily inspections and certification
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- obtaining, interpreting and applying relevant information contained in required pre-flight operational documentation, including:
 - minimum equipment list (MEL)
 - maintenance release
 - weather forecasts
 - local observations
 - Notice to Airmen (NOTAM)
 - global navigation satellite system (GNSS) receiver autonomous integrity monitoring (RAIM) information
 - En Route Supplement Australia (ERSA)
 - aeronautical information package (AIP)
- operating electronic communications equipment to required protocol
- performing input and downloading of data from flight planning systems if applicable
- performing tie-down, covering and securing of aircraft
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions in accordance with workplace procedures
- selecting and using relevant equipment required when managing pre- and post-flight actions
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft entry and exit procedures
- aircraft maintenance release requirements and procedures for intended flight
- airworthiness requirements applicable to aircraft category and class or type
- checklist use and procedures
- daily inspection procedures, including rectification actions

- flight-specific reports, including incident reporting
- fuel requirements for day visual flight rules (VFR) flight operation
- interpretation of meteorological and NOTAM information
- local aerodrome requirements
- local weather patterns
- minimum equipment list for applicable aircraft type
- purpose and procedures for accessing and using pre-flight briefing and information systems
- pre- and post-flight planning administration procedures, including flight authorisations
- relevant national aeronautical information processing system (NAIPS) and aeronautical information publications
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- safe equipment stowage
- SOPs for category and class or type of aircraft and operator
- take-off and landing performance charts.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0030 Manage aircraft sensor systems

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 aircraft sensor systems in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes initialising aircraft sensor systems and optimising aircraft sensor performance.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight crews 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|---|------------|---|
| 1 Initialise aircraft sensor systems | 1.1 | Equipment is enabled in accordance with manufacturer instructions, and organisational policy and procedures |
| | 1.2 | Equipment functional checks are performed in accordance with manufacturer instructions, and organisational policy and procedures |
| | 1.3 | Hazards are identified, risks are assessed and hazard management implemented |
| | 1.4 | System parameters are initialised for anticipated meteorological and/or oceanographic conditions |
| 2 Optimise aircraft sensor performance | 2.1 | Sensor output is monitored and operational information used to support operational task requirements |
| | 2.2 | Real time environmental conditions are monitored |
| | 2.3 | System parameters are modified to maintain optimal sensor performance |
| | 2.4 | Abnormal or emergency aircraft sensor system situations are handled in accordance with organisational and regulatory requirements |
| | 2.5 | System faults are identified, diagnosed and appropriate responses are undertaken |

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 AVIW4028 Manage aircraft sensor systems.

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>

Assessment Requirements for AVIW0030 Manage aircraft sensor systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining and implementing appropriate counter measures
- giving and receiving instructions related to managing aircraft sensors
- identifying and using required communications technology
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and compiling sensor data
- interpreting and following aircraft documentation
- interpreting and following operational instructions and prioritising work
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising sensor jamming
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- sensor systems, including:
 - airborne surveillance radar
 - acoustics
 - communications systems
 - electro optical systems
 - electronic support measures
 - forward looking infra-red (FLIR)
 - magnetic anomaly detection systems
 - visual observations
- environmental conditions, including:
 - atmospheric conditions
 - currents
 - local weather conditions
 - salinity
 - sea state
 - Southern Oscillation Index (SOI)
 - water depth and temperature
- abnormal/emergency conditions and responses
- communications emission control
- effects of environmental variations on data received from sensors
- magnetic anomaly detection theory
- organisational policy and procedures for managing aircraft sensors
- radar theory
- relevant WHS responsibilities
- sensor capabilities and limitations
- sensor characteristics and operation
- abnormal or emergency aircraft sensor system situations, including:
 - avionics malfunction
 - equipment damage
 - fire on-board
 - instrument failure
 - operator/crew incapacitation
 - sensor system malfunction and/or failure
- sonar theory
- typical problems that may occur when managing aircraft sensor, actions and appropriate solutions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIW0032 Operate and manage aircraft systems

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 operate and manage aircraft systems in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing aircraft systems during normal flight, and managing aircraft systems during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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 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

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Operate and manage aircraft systems during normal flight

- 1.1 Aircraft systems, sub-systems (equipment) and devices applicable to aircraft type and task are operated and managed
- 1.2 Aircraft systems, sub-systems (equipment) and devices are monitored using a systematic scan technique
- 1.3 Aircraft systems and flight environment information are analysed to identify actual and potential threats or errors
- 1.4 Automated aircraft systems are utilised to manage cockpit workload
- 1.5 Hazards are identified, risks are assessed and hazard management implemented
- 1.6 Checklist procedures are completed as appropriate to aircraft system

2 Manage aircraft systems during abnormal and emergency procedures

- 2.1 Non-normal or emergency situations are recognised
- 2.2 Control of aircraft flight path is maintained during abnormal and emergency response procedures
- 2.3 Affected aircraft system or sub-system is identified and confirmed
- 2.4 Checklist procedures are recalled and implemented during abnormal and emergency situations using appropriate techniques
- 2.5 Appropriate non-normal or emergency procedures are performed in accordance with relevant workplace and emergency procedures, and regulatory requirements
- 2.6 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.7 Location and operation of emergency systems applicable to aircraft type are explained

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 AVIW5018 Operate and manage aircraft systems.

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>

Assessment Requirements for AVIW0032 Operate and manage aircraft systems

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical and aircraft systems knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting aircraft system displays
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating manual and automated aircraft systems
- performing systematic scan technique for monitoring aircraft systems, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in aircraft systems
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aircraft systems as applicable to aircraft rating/endorsement requirements, including:
 - anti-icing and de-icing systems:
 - method of de-icing aerofoils, propeller and carburettor
 - heat or power source of de-icing/anti-icing equipment
 - anti-icing and de-icing system limitations
 - operation and control of anti-icing and de-icing systems
 - likely faults that may affect anti-icing and de-icing systems
 - emergency operating procedures for anti-icing and de-icing systems
 - aircraft system checklists, including:
 - explanation of normal system operating procedures of aircraft systems, sub-systems and devices used to operate specific aircraft type, including use of published scans and checklists, immediate action items, warnings and limitations
- automated systems, including:
 - limitations of automated systems
 - operating procedures for systems, such as flight management system, auto throttle/engine control, flight director system, automated aircraft navigation systems, automated engine condition and monitoring system
 - workload management procedures for utilising automated systems
 - warning systems/indicators to identify automated systems failure
- autopilot, including:
 - principles of operation of autopilot system
 - likely faults that may affect autopilot system
 - emergency operating procedures for autopilot system
 - identification of power sources, voltage or pressure
 - procedure to determine gyros are operating normally
 - procedure to engage autopilot
 - normal and emergency procedure to disengage autopilot
 - limits of gyro units
- electrical system, including:
 - use of a schematic diagram of the electrical system to explain type/s of electrical system (alternating current (AC)/direct current (DC))
 - likely faults that may affect electrical system
 - emergency operating procedures for electrical system
 - voltage and amperage of battery
 - number and output of generators
 - methods of circuit protection

- location of fuses and circuit breakers
- precautions to be taken when operating electrical service
- instruments operated by electrics
- enhanced ground proximity warning system (EGPWS)/terrain awareness and warning system (TAWS), including:
 - identification and demonstration or explanation of function of all cockpit EGPWS/TAWS controls
 - information terrain awareness display shows
 - warnings given by fitted EGPWS/TAWS, including what each warning indicates is happening to aircraft in flight
- fuel system, including:
 - use of a schematic diagram of fuel system to explain layout and normal operating procedures
 - likely faults that may affect fuel system
 - emergency operating procedures for fuel system
 - operation of fuel selector panel
 - use of cross-feed
 - fuel-dumping procedures
 - full fuel capacity and fuel grade
 - normal, minimum and maximum fuel pressures
- heating, ventilation and pressurisation systems, including:
 - normal procedures to operate and control system
 - likely faults that may affect heating, ventilation and pressurisation system
 - emergency procedures for operation of system
 - precautions to be complied with
- hydraulic system, including:
 - use of a schematic diagram of hydraulic system to explain layout and normal operating procedures
 - likely faults that may affect hydraulic system
 - emergency operating procedures for hydraulic system
 - units or services operated by hydraulics
 - type of hydraulic fluid, operating pressure and capacity of reservoir
- oil system, including:
 - use of a schematic diagram of oil system to explain functions of oil system
 - likely faults that may affect oil system
 - emergency operating procedures for oil system
 - number of tanks, capacity and oil grade
 - oil sources of auxiliary systems, such as constant speed unit (CSU) and propeller feathering, if fitted
 - normal, minimum and maximum oil pressure and temperature
 - operation of oil cooling system

- pitot/static system, including:
 - use of a schematic diagram to explain layout and operation of pitot/static system
 - heating source of pitot system
 - operating procedure for pitot/static system
 - methods of detecting pitot/static system problems
 - procedures to rectify static system problems
 - location of pitot and static pressure source
 - location of static drain points
- pressurisation systems, including:
 - pressurisation failure warning indications fitted to aircraft type flown
 - function of bleed air with respect to an aircraft pressurisation system
 - procedure for manual control of cabin pressurisation applicable to aircraft type flown
 - recall of maximum pressure differential for aircraft type flown
 - symptoms, indications and warnings that may indicate failure of pressurisation system
 - automatic depressurisation system operation procedures after landing
 - physiological symptoms of hypoxia
 - physical and psychological hazards that could occur during a rapid decompression
 - cabin altitude above which supplementary oxygen must be used by crew and passengers
- retractable undercarriage, including:
 - method of preventing retraction of undercarriage on the ground
 - cockpit indications for undercarriage down and locked
 - cockpit indications for undercarriage retracted
 - emergency procedures to extend and lock undercarriage down
- suction system, including:
 - use of a schematic diagram of suction system to explain function of suction system
 - source of suction pressure
 - normal operating pressure
 - instruments operated by suction pressure
 - warning system to indicate suction pump failure
- traffic and collision avoidance systems (TCAS), including:
 - surveillance and collision avoidance functions of TCAS II
 - system limitations, selectivity and inhibits
 - basic components of TCAS II
 - identification and demonstration or explanation of function of cockpit controls
 - TCAS II visual displays and symbology
 - functions of audio alerts and annunciations
 - appropriate crew response to multiple TCAS II events, and parallel runway approach conflicts
 - recall of radiotelephone procedures following a TCAS II alert
 - requirements for a written report of a TCAS II alert and to whom it must be submitted.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0033 Coordinate the removal of disabled aircraft

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 coordinate the removal of disabled aircraft in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes coordinating aircraft recovery resources, maintaining operational facilities, and documenting and recording the removal process.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Coordinate aircraft recovery resources

- 1.1 Appropriate clearances are obtained prior to removal process
- 1.2 Established removal procedures are followed
- 1.3 Removal activities are coordinated with aircraft owner and relevant regulatory bodies
- 1.4 Need for recovery equipment is determined and its source is identified
- 1.5 Aircraft escort services on airside are provided as required
- 1.6 Obstacle restriction areas are avoided or made safe in accordance with workplace policy and procedures
- 1.7 Signs and notices are complied with
- 1.8 Hazards are identified, risks are assessed and hazard management implemented
- 1.9 Airport organisations and others likely to be affected by the removal are notified
- 1.10 Appropriate aircraft recovery location is identified and route to that location is established

2 Maintain operational facilities

- 2.1 Serviceability inspections are conducted to determine areas that may be restored to operational service
- 2.2 Infringement of obstacle limitation surfaces (OLS) and any changes to declared distances are determined
- 2.3 Visual aids are provided, installed and removed at completion of aircraft recovery
- 2.4 Emergency response procedures are implemented as required
- 2.5 Notice to Airmen (NOTAM) action is initiated and cancelled as required to support aircraft recovery

3 Document and record removal process

- 3.1 Records of meetings are taken as required
- 3.2 Visual recording of removal process is conducted where access allows

- 3.3 Appropriate logbook entries are made
- 3.4 Incident or aircraft recovery reports are prepared and processed

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 AVIW5022 Coordinate the removal of disabled aircraft.

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>

Assessment Requirements for AVIW0033 Coordinate the removal of disabled aircraft

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- conducting serviceability inspections, including:
 - displaced threshold markers
 - dumb bell markers
 - glider markers
 - signal circle markers
 - unserviceability cones
 - unserviceability cross markers
 - unserviceability lighting
- applying precautions and required action to minimise, control or eliminate identified hazards
- following emergency response procedures, including one or more of the following:
 - implementing aerodrome emergency procedures
 - reporting to the Australian Transport Safety Bureau (ATSB)
 - reporting to local police service
- applying relevant legislation and workplace procedures
- calculating declared distances defined by regulation
- communicating effectively with others
- completing relevant documentation
- conducting serviceability inspections of aerodrome and obstacle limitation surfaces (OLS)
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action, including one or more of the following:
 - bird or animal activity
 - changes or loss of runway surface frictional characteristics
 - disabled aircraft, vehicles and equipment and associated debris

- excessive loose materials
- flooding
- fuel and oil spills
- loss of runway shape
- loss of visibility of markings
- potholes or cracks
- runway edge fretting
- stripping
- unsatisfactory pavement bearing capacity
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying 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 standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodrome serviceability standards
- communications equipment checks
- declared distances for aircraft operations
- declared WHS and environmental procedures and regulations
- emergency procedures
- OLS applicable to that aerodrome
- procedures for making movement and obstacle restriction areas safe, including:
 - closing movement area (aerodrome closure)
 - contacting aerodrome users
 - extinguishing lighting in hazardous section of movement area
 - marking unserviceable area by day or night
 - partial closure of movement area
 - reporting aerodrome closures, lighting and obstacle limitations/restrictions by Notice to Airmen (NOTAM)
- procedures for managing and controlling hazardous situations when carrying out work

activities

- procedures for operating electronic communications equipment
- procedures for facilitation of disabled aircraft removal, including:
 - coordination of the removal of the disabled aircraft, including returning the aerodrome to operational serviceability notification of aircraft owner
 - notification of regulatory authorities
- relevant authorities for access and reporting purposes, including:
 - aerodrome operator or delegated person
 - aerodrome users' aircraft owner
 - air traffic control (ATC)
 - Australian Defence Forces Command for military bases
 - ATSB
 - Civil Aviation Safety Authority (CASA)
 - Department of Transport and Regional Services (DOTARS)
 - NOTAM Office (Airservices Australia)
 - state/territory and federal police
- relevant information/documents, including:
 - aerodrome manuals
 - airline timetables
 - en route Supplement Australia (ERSA)
 - induction and training manuals
 - Manual of Standards (MOS) – Aerodromes (Part 139)
 - workplace operating procedures manual
- obstacle restriction areas must include one or more of the following:
 - clearways
 - runway end safety areas
 - runway strips
 - taxiway strips
- visual aids must include one or more of the following:
 - aerodrome lighting
 - markers and markings
 - signal circles
 - wind indicator
- signs and notices must include one or more of the following:
 - authorised entry
 - hazard warnings
 - limited access
 - movement area guidance signs
 - no smoking
 - speed restrictions

- underground electrical reticulation
- relevant requirements, standards and recommended practices of the International Civil Aviation Organisation (ICAO) for airport reporting
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders for inspecting aerodromes
- relevant sections of national and state or territory licensing and regulatory requirements
- requirements for completing relevant documentation
- standard operating procedures (SOPs) for removing disabled aircraft
- steps involved in planning work activities
- types and uses of visual aids
- types of removal equipment available
- typical defects that can occur and related action that should be taken
- visual inspection procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW0034 Perform non-pilot cockpit duties

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 perform non-pilot cockpit duties in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes monitoring aircraft systems during normal flight and monitoring aircraft systems during abnormal and emergency procedures. It also includes monitoring flight conditions and responding to abnormal and emergency situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of non-flying pilot (NFP) flight crew and contributes to safe and effective performance in complex operational aviation environments.

Operations are conducted as part of commercial or 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.

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

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 aircraft systems during normal flight

- 1.1 Aircraft systems, sub-systems (equipment) and devices are monitored effectively
- 1.2 Aircraft systems, sub-systems (equipment) and devices are monitored using a systematic scan technique
- 1.3 Aircraft systems and flight environment information is analysed to identify actual and potential threats or errors
- 1.4 Hazards are identified, risks assessed and risk management processes implemented
- 1.5 Checklist procedures are completed as appropriate to aircraft system

2 Monitor aircraft systems during abnormal and emergency procedures

- 2.1 Abnormal or emergency situations are recognised
- 2.2 Aircraft flight path is monitored during abnormal and emergency response procedures
- 2.3 Affected aircraft system or sub-system is identified and confirmed
- 2.4 Appropriate abnormal or emergency procedures are identified
- 2.5 Inputs into course of action is provided to achieve safest outcomes
- 2.6 Aircraft emergency systems are monitored continually during abnormal and emergency situations

3 Monitor flight conditions

- 3.1 Instruments are monitored throughout flight for correct indication and operation
- 3.2 Aircraft altitude, attitude and heading are monitored
- 3.3 Situational awareness is maintained to ensure safe flight
- 3.4 Fuel usage is monitored
- 3.5 Aircraft operating limits are monitored and advice provided to pilot in command (PIC)
- 3.6 Operational documentation is interpreted and information provided to PIC
- 3.7 Aircraft operational checks are completed

- 4 Respond to abnormal/emergency situations**
- 4.1** Abnormal/emergency situations are identified and diagnosed
 - 4.2** Abnormal/emergency response is undertaken in accordance with aircraft checklists, pilot directions and organisational policy and 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.

Unit Mapping Information

This unit replaces and is not equivalent to AVIY4053 Perform aircrewman cockpit duties.

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>

Assessment Requirements for AVIW0034 Perform non-pilot cockpit duties

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical and aircraft systems knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- confirming local or area barometric pressure adjusted for sea level (QNH) is set at appropriate stages of flight
- giving and receiving instructions related to performing non-pilot cockpit duties
- identifying and correctly using required equipment and communications technology
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting aircraft system displays
- interpreting and following operational instructions and prioritising work
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring the manipulation of aircraft flight controls
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with SOPs
- operating electronic communications equipment to required protocol
- monitoring manual and automated aircraft systems
- performing fuel usage calculations
- performing systematic scan technique for monitoring aircraft systems, sub-systems (equipment) and devices
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information

and signs

- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in aircraft systems
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- abnormal/emergency conditions and responses
- aircraft capabilities and limitations
- aircraft flight control operation
- aircraft operational checks
- aircraft operational publication uses and contents
- aircraft systems operation
- basic theory of flight
- basic aeronautical knowledge (BAK)
- organisational policy and procedures in relation to non-flying pilot (NFP) cockpit duties
- relevant WHS/OHS responsibilities
- typical problems that may occur when performing cockpit duties, and possible actions and appropriate solutions
- aircraft systems, likely faults and check lists applicable to type and task, including:
 - anti-icing and de-icing systems
 - electrical systems including
 - fuel system
 - heating, ventilation and pressurisation systems
 - hydraulic system
 - oil systems
 - pitot/static system
 - pressurisation systems
 - retractable undercarriage
 - suction systems
 - traffic and collision avoidance systems (TCAS)
- automated systems and their limitations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIW5013 Operate air traffic control equipment and workstations

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 operate air traffic control equipment and workstations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes operating communications, surveillance and ancillary equipment; and using flight progress strips (FPSs) and flight data records (FDRs).

This unit assesses an air controller's ability to interact with a workstation human machine interface (HMI) and to operate the functions of the workstation that are critical to providing safe and efficient air traffic services.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Operate communications equipment

2 Operate surveillance equipment

3 Use flight progress strips or flight data records

4 Operate ancillary equipment

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Air-ground communications channels are operated

1.2 Selective call and priority channels are operated

1.3 Communications equipment is appropriately configured

1.4 Communications malfunctions are recognised, reported and/or rectified

1.5 Communications alarms and warning messages are actioned

2.1 Surveillance system data is interpreted for pertinent operational information

2.2 Surveillance malfunctions are recognised, reported and/or rectified

2.3 Surveillance alarms and warning messages are actioned

3.1 FPSs or FDRs are manipulated to reflect current and future air traffic situation

3.2 FPSs or FDRs are archived in accordance with workplace procedure

3.3 FPSs or FDRs are included in scan pattern and cross-referenced for accuracy

4.1 Ancillary equipment is configured and operated to

tasks

- 4.2 Ancillary equipment data is interpreted for pertinent operational information, and processed as required
- 4.3 Ancillary equipment malfunctions are recognised and reported
- 4.4 Ancillary equipment alarms and warning messages are actioned

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIW5013B Operate air traffic control equipment and workstations.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIW5013 Operate air traffic control equipment and workstations

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- allocating attention according to priorities
- applying reasoning and decision making when using air traffic control equipment and facilities
- assessing and manipulating message queues
- communicating effectively with others
- completing relevant documentation for using air traffic control equipment and workstations
- configuring ancillary equipment
- configuring operational equipment
- formatting, sending and receiving messages
- identifying and applying precautions and required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- interpreting and responding to displayed flight information
- monitoring equipment serviceability
- operating the following air traffic control equipment
 - air traffic communications
 - air traffic surveillance
 - ancillary equipment
 - air traffic workstations
- perceiving and comprehending incoming information
- recognising and reporting identified problems in a timely manner
- using conflict recognition tools
- working systematically with required attention to detail.

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:

- aeronautical databases
- air situation display
- air traffic control equipment and workstations
- alerts, alarms and warning messages
- allocation of secondary surveillance radar (SSR) codes
- ancillary equipment functions, configurations, data sources and limitations
- communications equipment functions, configurations, data sources and limitations
- communications range and footprints through, and adjacent to, the area of jurisdiction and adjoining frequencies
- configuration, uses and limitations of flight progress strips (FPSs) and flight data records (FDRs)
- degraded modes
- graphic aids
- information recorded using prescribed format
- mandated memory prompts
- maps and charts
- procedures and protocols for operating equipment and workstations
- procedures for facility failures
- relevant sections of regulatory and operational documentation
- requirements for checking and testing equipment including frequencies
- responsibilities for system, equipment and facilities operation
- surveillance equipment and its limitations
- surveillance range and footprints through, and adjacent to, the area of jurisdiction
- systems architecture
- workplace safety requirements for workplace equipment set up and use
- workstation layout and ergonomics.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY0016 Lead formation flight

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 lead formation flights, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning a formation flight, briefing and debriefing formation flight crews, leading a formation, and managing abnormal and emergency situations while leading a formation flight.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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

AVIY4063 Perform close formation flight

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan a formation flight

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Formation flight tasking requirements are identified

1.2 Crews, briefing venue, timing and aircraft availability are coordinated

1.3 Task is analysed to determine manoeuvres and formations that ensure safe outcome

1.4 Flight route is planned to achieve formation outcomes in the time available and within performance capabilities of the flight

1.5 All air traffic, area limitations and navigation requirements are complied with

1.6 Actions in abnormal or emergency situations involving the formation are planned

2 Brief and debrief formation flight crew

2.1 Ground and flight manoeuvres are briefed and confirmed with formation flight crews

2.2 Timings, route/s, speeds and altitudes to be flown are specified

2.3 Deputy formation leader responsibilities are briefed and confirmed

2.4 Communication procedures, minimum fuel, abnormal and emergency procedures and method of return for landing are briefed and confirmed

2.5 Achievements and any faults or errors that occurred during the formation flight are identified

2.6 Guidance and feedback is provided to other formation members during post-flight debrief

3 Lead a formation

3.1 Lead aircraft is manoeuvred using controlled corrective action to ensure a stable platform for pilots flying in formation stations

- 3.2 Formation is safely manoeuvred anticipating and allowing for formation size, proximity to obstructions, terrain, airspace limitations, weather conditions and air traffic, while ensuring compliance with regulatory requirements
 - 3.3 Formation is directed and controlled using precise standard radio phraseology, hand and other signal procedures
 - 3.4 Formation lost contact procedures are implemented and managed as required
 - 3.5 Formation member flight performances and appropriate reactions to problems are monitored
- 4 Manage abnormal and emergency situations**
- 4.1 Control of aircraft and formation when leading is maintained
 - 4.2 Abnormal or emergency situations affecting formation performance are identified and analysed
 - 4.3 Course/s of action to resolve abnormal or emergency situations are implemented and monitored
 - 4.4 Task workload and flight safety priorities are organised to ensure optimum outcome of the situation

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 but is not equivalent to AVIY4064A Lead an aircraft formation flight.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY0016 Lead formation flight

Modification History

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
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane or helicopter aeronautical knowledge
- communicating effectively with others
- completing relevant documentation
- determining that formation members possess appropriate qualifications and currency
- following relevant legislation and workplace procedures
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- maintaining control and formation while leading aircraft
- managing abnormal and/or emergency situations as formation flight leader:
 - lost aircraft and formation rejoin procedures
 - individual aircraft incident or accident
- manoeuvring formation safely by anticipating and allowing for all aspects of formation flying including compliance with regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring formation aircraft performance
- monitoring formation member flight performances and appropriate reactions to problems
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising environmental conditions that impact on formation performance
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures

- selecting and using required personal protective clothing and equipment conforming to industry and WHS/OHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- air traffic, area limitations and navigation requirements for formation flight
- CASR Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations
- deputy formation flight lead responsibilities
- formation briefing and debriefing procedures
- formation flight lead responsibilities
- formation manoeuvre safety limits considering formation size, proximity to obstructions, terrain, airspace limitations, weather conditions, air traffic and regulatory requirements
- in a Defence context, relevant Defence Orders and Instructions
- planning and briefing requirements for formation flight
- post-flight debriefing techniques
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant WHS/OHS and environmental protection procedures and regulations
- standard operating procedures for abnormal or emergency situations for formation flight
- verbal and non-verbal formation communication procedures:
 - commence take off roll
 - position changes
 - radio receiver failure
 - radio transmitter failure.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY0017 Control aircraft in advanced flight manoeuvres

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 application of skills and knowledge required to control aircraft in advanced flight manoeuvres, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes recovering from abnormal aircraft attitudes and recovering from an induced fully developed aircraft spin.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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

AVIY0018 Execute advanced aeroplane manoeuvres and procedures

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Recover from abnormal aircraft attitudes

2 Recover from an induced fully developed aircraft spin

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|-----|---|
| 1.1 | Abnormal aircraft attitude is recognised |
| 1.2 | Abnormal aircraft attitude recovery procedures are conducted in accordance with the aircraft flight manual (AFM)/pilot's operating handbook (POH) |
| 1.3 | Aircraft controllability checks are performed as required |
| 2.1 | Aircraft spin entry is induced |
| 2.2 | Aircraft fully developed spin is established and recognised |
| 2.3 | Direction of aircraft rotation is identified |
| 2.4 | Aircraft spin recovery procedures are performed in accordance with the AFM/POH |

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.

- Abnormal aircraft attitudes must include one or more of the following:
- high or low nose attitudes
 - power settings
 - spiral dive
 - unbalanced flight
 - varying angles of bank
- Spin types must include:
- erect
 - inverted

Spin recovery procedures must include:

- as specified in the AFM/POH
- centralised controls
- opposed yaw

Unit Mapping Information

This unit replaces but is not equivalent to AVIY4066A Control aircraft in advanced flight manoeuvres.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY0017 Control aircraft in advanced flight manoeuvres

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- communicating effectively with others
- compensating for the secondary and tertiary effects of controls
- completing relevant documentation
- following relevant legislation and workplace procedures
- identifying and correctly using relevant equipment
- identifying symptoms of fully developed spin and spiral dive
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- maintaining lookout using a systematic scan technique
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating aircraft within its limitations, achieving optimum performance
- operating electronic communications equipment to required protocol
- performing pre-manoeuve checks
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment in advanced abnormal aircraft flight situations
- selecting and using required personal protective clothing and equipment conforming to industry and WHS/OHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of

flight

- using instruments to monitor aircraft performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodynamic principles for entry into and exit from a fully developed spin and spiral dive
- aircraft limitations for type of aircraft flown including environmental factors
- CASR Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- difference between a spin and a spiral dive
- in a Defence context, relevant Defence Orders and Instructions
- physiological effects applicable to maximum performance flight
- pre-manoeuve checks
- primary, secondary and tertiary effects of controls
- procedures and requirements for aircraft controllability checks
- procedures and requirements for performing pre-manoeuve checks
- regulatory requirements applicable to performing advanced abnormal aircraft flight manoeuvre
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant WHS/OHS and environmental protection procedures and regulations
- techniques to initiate and recover from abnormal aircraft attitudes, fully developed spin and spiral dive
- types of abnormal aircraft attitudes.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY0023 Launch, control and recover a remotely piloted aircraft

Modification History

Release 1. This is the first release of this unit of competency in the Aviation Training Package.

Application

This unit involves the skills and knowledge required to launch, control and recover a remote pilot aircraft system (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-launch procedures, maintaining straight and level flight, turning, controlling speed, and landing and recovering.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and ground 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 within a single-pilot or multi-crew RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|--|--|
| outcomes. | demonstrate achievement of the element. |
| 1 Carry out pre-launch procedures | 1.1 Pre-launch briefing is conducted |
| | 1.2 Fail-safe checks are undertaken in accordance with relevant operations manual |
| | 1.3 Air traffic control (ATC) clearances are obtained as required |
| | 1.4 Approved pre-launch checklists are completed in accordance with relevant operations manual |
| | 1.5 RPAS is correctly positioned for launch |
| | 1.6 Airspace is determined as clear for launch |
| 2 Launch RPAS | 2.1 Launch power is applied and RPAS is maintained, aligned in the launch direction |
| | 2.2 RPAS is configured for nominated climb profile as required |
| | 2.3 Situational awareness, lookout and air traffic separation is maintained |
| | 2.4 Listening watch is maintained in accordance with regulatory requirements |
| | 2.5 Communication with others as appropriate is undertaken when launching an RPAS |
| | 2.6 After launch checks are performed in accordance with operational requirements |
| | 2.7 Situational awareness, lookout and air traffic separation are maintained in all phases of RPAS operation in accordance with regulatory requirements |
| 3 Respond to launch emergencies | 3.1 Abnormal RPAS operations are identified |
| | 3.2 Control is maintained to bring RPAS to a safe recovery |
| | 3.3 Associated emergency procedures are initiated, and checklists and other documentation are completed |
| 4 Climb RPAS | 4.1 Flight path is observed and risks mitigated in accordance with operational procedures |

- | | | |
|----------|---|---|
| | 4.2 | RPAS climb checks are completed in accordance with operational procedures |
| | 4.3 | Adjustments are made to attitude and power to achieve safe flight |
| 5 | Maintain straight and level flight | |
| | 5.1 | Power, altitude and configuration are set to achieve straight and level flight as required |
| | 5.2 | Indications of height change are identified and responded to appropriately |
| | 5.3 | Indications of heading change are identified and responded to appropriately |
| | 5.4 | Flight path is observed and risks mitigated in accordance with operational procedures |
| 6 | Turn RPAS in flight | |
| | 6.1 | RPAS operating limits are maintained during turns in accordance with manufacturer instructions |
| | 6.3 | Potential hazards are identified and controlled during turns |
| 7 | Control RPAS speed in flight | |
| | 7.1 | Height awareness is maintained during high speed flight |
| | 7.2 | Recovery to cruise speed is achieved while maintaining height during flight |
| 8 | Descend RPAS | |
| | 8.1 | Adjustments are made to altitude and power to achieve descent rates as required |
| | 8.2 | RPAS is levelled from a descent position at a nominated altitude for operational requirements |
| | 8.3 | Flight path is observed during RPAS descent and risks mitigated in accordance with operational procedures |
| | 8.4 | RPAS operating limits are controlled during descent in accordance with manufacturer instructions |
| | 8.5 | Descent checks are completed in accordance with operational and regulatory requirements |
| 9 | Perform RPAS landing procedure | |
| | 9.1 | Landings are conducted in accordance with operations manual procedures appropriate to the RPAS type, with allowance for wind velocity |

- 9.2 All mandated checklists are completed
- 9.3 Traffic conflict is monitored to ensure safe landing
- 9.4 RPAS is configured for landing in accordance with manufacturer instructions

10 Recover RPAS

- 10.1 RPAS is recovered at a controlled rate of descent
- 10.2 Directional control is maintained at all times
- 10.3 Bouncing of RPAS is minimised appropriately
- 10.4 RPAS is stopped within the available area
- 10.5 Post-recovery checks are performed in accordance with approved checklist, manufacturer instructions and operational 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 not equivalent to AVIY3074 Launch remote pilot aircraft systems.

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>

Assessment Requirements for AVIY0023 Launch, control and recover a remotely piloted aircraft

Modification History

Release 1. This is the first release of this unit of competency in the 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 launch procedures in accordance with flight manual
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation
- applying the techniques of straight and level, climbing and descending flight
- carrying out correct procedures in a go-around/position hold
- checking and monitoring fail-safe functions
- communicating effectively with others when controlling the remote pilot aircraft systems (RPAS) in normal flight, including using a radio
- communicating effectively with others when recovering RPAS
- complying with air traffic instructions and regulatory requirements
- exercising sound judgment when performing recovery procedures
- identifying and correctly using relevant equipment
- identifying obstructions or other hazards that might hinder a safe launch
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting wind speed and direction
- maintaining compliance with regulatory requirements
- maintaining separation between air traffic
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- monitoring radio as a listening watch
- operating electronic communication equipment to required protocol
- performing various functions simultaneously as required
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- remaining within a designated area while complying with air traffic requirements

- reporting and/or rectifying any identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using instruments and displays to monitor RPAS performance
- working collaboratively with others when operating the RPAS
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aeronautical decision-making processes
- air traffic requirements
- all pre-launch and after-launch checks
- effective communication
- error management, including error types, causes and consequences
- factors affecting directional control of RPAS
- fatigue risk management
- functions and effects of all RPAS controls
- human performance and its limitations, including the senses, memory and situational awareness
- in a Defence context, relevant Defence Orders and Instructions
- launch emergency procedures
- manufacturer specifications for operating a RPAS
- obstacle clearance techniques
- principles of RPAS aerodynamics
- problems that may occur when launching an RPAS and appropriate actions that should be taken in each case
- purpose and functions of RPAS
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- required documentation
- RPAS launch performance
- stress, workload and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0024 Operate remote pilot airship

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 operate and manage remote pilot airships in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing the airship during normal flight and during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or ground operations personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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 remote pilot airship environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

W – Equipment and Systems Operations

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Operate and manage remote pilot airship during normal flight

- 1.1 Airship is prepared for flight according to organisation and manufacturer procedures
- 1.2 Airship is released from mooring under the control of the remote pilot in preparation for flight
- 1.3 Airship weight and balanced is assessed and adjusted as required for flight
- 1.4 Remote pilot airship sub-systems and devices are operated to achieve operational requirements
- 1.5 Remote pilot airship, sub-systems and devices are monitored using a systematic scan technique
- 1.6 Remote pilot airship and flight environment information is analysed to identify actual and potential threats or errors
- 1.7 Airship hull is managed for pressure and the effects of temperature and environment
- 1.8 Remote pilot airship automation is utilised to manage control station workload
- 1.9 Checklist procedures are implemented during normal Remote pilot airship operations

2 Manage remote pilot airship during abnormal and emergency procedures

- 2.1 Abnormal or emergency situations are identified, diagnosed and communicated
- 2.2 Remote pilot airship control is maintained at all times
- 2.3 Remote pilot airship abnormal or emergency checklist procedures are implemented to maintain safety of flight
- 2.4 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.5 Location and operation of emergency systems applicable to remote pilot airship are explained
- 2.6 Airship is tethered at the end of flight according to organisational 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.

Unit Mapping Information

No equivalent unit

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>

Assessment Requirements for AVIY0024 Operate remote pilot airship

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting remote pilot airship system displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan technique for monitoring remote pilot airship, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults or malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- undertaking fault finding in remote pilot airship
- using automated systems to manage workload
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes relevant to remote pilot airship operations
- effective communication
- error management, including error types, causes and consequences
- airship release and tethering procedures
- risk identification, analysis and control in relation to remote pilot airship operations
- weather conditions and impact on operation of remote pilot airship
- flight environment information, including:
 - head-up display (HUD) suitable for flight
 - remote pilot airship control systems suitable for flight indications, including height, speed, direction and location
- remote pilot airship as applicable to rating/endorsement requirements in relation to remote pilot airship type if relevant
- battery/fuel/power system, including:
 - likely faults that may affect battery/fuel/power system
 - emergency operating procedures for battery/fuel/power system
 - operation of /battery/fuel/power selector panel or display
 - full battery/fuel capacity
- hull envelope:
 - likely faults that may affect the airship hull
 - emergency operating procedures for airship hull failure
- electrical system, including:
 - likely faults that may affect electrical system
- detection and avoidance systems, including:
 - surveillance and collision avoidance functions of detection and avoidance systems
 - system limitations
- automated systems, including:
 - limitations of automated systems
- remote pilot airship checklists, including:
 - explanation of the normal system operating procedures of remote pilot airship, sub-systems and devices used to operate specific remote pilot airship, including use of published scans and checklists, immediate action items, warnings and limitations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0025 Operate powerlift and tilt rotor remote pilot aircraft systems

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 operate powerlift and tilt rotor remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes climbing an aircraft, maintaining straight and level flight, descending an aircraft and turning an aircraft. It also includes controlling an aircraft at any speed, performing circuits and approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

AVIW0028 Operate and manage remote pilot aircraft systems

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Launch aircraft in hover mode

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (V_y), maximum angle (V_x) and cruise climb flight configurations from straight and level flight

1.2 Appropriate altimeter settings are set

1.3 Aircraft is maintained in balanced flight during adjustments to attitude and power

1.4 Power is maintained as altitude increases

1.5 Aircraft is converted from power lift to tilt-rotor mode and levelled off from climb at nominated altitude

1.6 Lookout is maintained during climb using a systematic scan technique at a rate determined by traffic density, visibility and terrain

1.7 Situational awareness is maintained at all phases flight

2 Maintain straight and level flight

2.1 Attitude and power are adjusted to achieve a constant height, heading and speed while remaining in balanced flight

2.2 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain

2.3 Natural horizon is used as primary attitude reference

2.4 Altitude is maintained within allocated height band

3 Descend aircraft

3.1 Attitude and power are adjusted to enter and maintain a descent from straight and level flight

3.2 Aircraft is levelled from a descent at a nominated altitude

3.3 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain

3.4 Clearance ahead and below is maintained

3.5 Air traffic control (ATC) altitude restrictions are observed

- 3.6 Design limits are not exceeded during aircraft descent
- 3.7 Appropriate altimeter settings are set
- 3.8 Situation awareness is maintained during aircraft descent
- 4 Turn aircraft**
 - 4.1 Attitude and power are adjusted to enter and maintain turns at varying rates from level, climbing and descending flight to achieve nominated tracks
 - 4.2 Aircraft is rolled out from the turn to achieve nominated heading or geographical feature alignment
 - 4.3 Aircraft balanced flight is ensured as required
 - 4.4 Lookout is maintained in direction of turn and above or below using a systematic scan technique at a rate determined by traffic density, visibility and terrain
 - 4.5 Engine operating limits are not exceeded
- 5 Control aircraft at any speed**
 - 5.1 Attitude and power are adjusted, accelerated or decelerated to manoeuvre aircraft at any specified airspeed within the flight envelope while maintaining balanced flight
 - 5.2 Height awareness is constantly maintained and appropriate adjustments made as required
 - 5.3 Wind conditions are monitored and appropriate allowance made
 - 5.4 Aircraft is suitably controlled to ensure it is operated within its design limits
- 6 Perform circuits and approaches**
 - 6.1 Circuits are joined and conducted in accordance with aeronautical information publication (AIP) and/or local procedures at normal and low altitude appropriate to the aircraft type
 - 6.2 Due allowance is made for wind and all appropriate checklist items are completed when performing circuits and approaches
 - 6.3 Radiotelephone procedures are followed during circuit operations
 - 6.4 Approach path applicable to aircraft type is intercepted and maintained while remaining clear of other traffic

- 6.5 Lookout is maintained during circuits and approaches using a systematic scan technique at a rate determined by traffic density, visibility and terrain
 - 6.6 Conflicting traffic is recognised and appropriate responses made
 - 6.7 Right of way rules are applied and compliance with these rules is maintained
 - 6.8 Weather conditions are monitored and appropriate responses made
 - 6.9 Fuel/power status is monitored and appropriate responses made
 - 6.10 Aircraft approach is conducted to establish hover or to conduct a landing at the nominated termination point
- 7 Comply with airspace requirements**
- 7.1 Suitable aeronautical charts are interpreted and used to maintain airspace compliance requirements
 - 7.2 Circuit departure is performed
 - 7.3 Aircraft is maintained within a specified area and/or track while complying with air traffic requirements, controlled or restricted airspace conditions or limitations and reacting to factors that affect the safe progress of a flight
 - 7.4 Orientation is maintained to geographical features with the aid of suitable charts and maps
 - 7.5 Circuit join is performed
- 8 Land in hover mode**
- 8.1 Aircraft is adjusted appropriately using correct throttle on approach
 - 8.2 Aircraft is converted from tilt rotor to power lift mode and landing sequence is initiated
 - 8.3 Hover is maintained using micro adjustments to maintain position
 - 8.4 Readiness to land is determined and completed in a safe manner

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

No equivalent unit.

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>

Assessment Requirements for AVIY0025 Operate powerlift and tilt rotor remote pilot aircraft systems

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aircraft aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when controlling aircraft in normal flight
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls, including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems associated with controlling an aircraft in normal flight
- turning an aircraft with the following parameters:
 - level turns

- climbing turns with 20° bank angle
- powered descending turn with 30° bank angle
- using instruments to monitor aircraft performance
- working collaboratively with others when controlling aircraft in normal flight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of a height/velocity diagram/graph
- application of heading and track
- Civil Aviation Safety Regulation (CASR) Part 101 Manual of Standards (MOS) Aeronautical Knowledge relevant to remote pilot aircraft operations
- cause and effects of retreating blade stall
- circuit patterns and procedures
- circumstances and procedures for the use of carburettor heat
- conditions leading to loss of tail rotor/anti-torque control during descent
- dangers of wind shear, turbulence and wake turbulence
- effect of turning and acceleration on magnetic compass accuracy
- forces and moments acting on an aircraft and precautions to manage their effects
- functions, and primary and secondary effects of all aircraft controls
- hazards and risks when controlling an aircraft in normal flight and precautions for controlling the risks, including:
 - in a climb
 - in a turn
 - in straight and level flight
- aircraft instruments and monitoring aircraft performance
- managing non-normal and emergencies in the circuit area
- principles of aerodynamics
- problems that may occur when controlling an aircraft in normal flight and appropriate action that should be taken in each case
- procedures for setting power in normally aspirated, turbocharger, supercharged or turbine engines
- recognition and avoidance of settling with power/vortex ring state
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- rotational and induced airflow
- theory and application of best rate and angle of climb
- use of instruments to monitor aircraft performance and significance of colour coding
- vortex ring state

- wind shear, turbulence and wake turbulence.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0026 Conduct aerial application operations using remote pilot aircraft systems

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 application of skills and knowledge required to conduct aerial application operations using remote pilot aircraft systems (RPAS) in compliance with the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-flight operations, performing operational area evaluations, conducting an aerial survey, applying substances through aerial application, and conducting global navigation satellite system (GNSS) swath guidance equipment operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed in small teams 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

Y – Aircraft Operation and Traffic 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 Conduct pre-flight actions

- 1.1 Own fitness for flight and planned operations is self-assessed
- 1.2 Operational aircraft type is determined for suitability for type of aerial application operation
- 1.3 Aircraft and role equipment are checked and assessed for serviceability prior to commencing flight operations
- 1.4 Required applicable maintenance documentation is compiled and checked for accuracy and completeness
- 1.5 Role equipment calibration is checked and adjusted as required
- 1.6 Planned aerial application operations are assessed for potential or actual hazards
- 1.7 Fuel/power requirements are determined and established within aerial application management plans
- 1.8 Logistical considerations are addressed within scope of application management plan

2 Conduct planning and risk management

- 2.1 Suitability of current and forecast weather is determined
- 2.2 Application management plan is developed and used as the basis for aerial application operations
- 2.3 Potential and actual hazards and operational requirements are identified, risks to aerial application operations are assessed and appropriate risk controls are implemented in accordance with the application management plan
- 2.4 Treatment area map is correctly interpreted
- 2.5 Pilot decision on the safety of the proposed application, including refusing to undertake an application where the risks are considered to be too high, is made as required
- 2.6 Appropriate selection of application pattern and

direction of treatment is made taking into consideration safety, efficiency, hazards and terrain

2.7 Acceptable aircraft performance for aerial application operational conditions is confirmed through performance planning

2.8 Normal and abnormal operational communications and signals are confirmed

3 Perform operational area evaluation

3.1 Operational landing areas are assessed for condition, approach/landing direction, hazard identification and meteorological conditions

3.2 Issues relating to aircraft weight, performance, dimensions, load and meteorological conditions are identified and managed

3.3 Landing areas suitable for conducting aerial application operations are selected

3.4 Aircraft pre-landing/launch checks are performed in accordance with operational procedures

3.5 Appropriate landing and launch techniques are conducted during aerial application operations

3.6 Aerial application operations are performed in accordance with published regulations requirements

3.7 Appropriate aerial survey plans are developed for conducting safe aerial application operations

3.8 Operating area boundaries are established and environmentally sensitive areas are identified, including areas that are noise sensitive, biologically susceptible, populated and urban, and restricted or dangerous

3.9 Potential emergency or alternate landing areas are identified and/or established for contingency operations

3.10 Environmental hazard factors affecting aerial application operations are considered

3.11 Wind velocity and direction are assessed for effect on operations

3.12 Application management plans are amended or modified based on aerial survey assessment results as required

- 3.13 GNSS familiarity is applied to the appropriate level of operational requirement
 - 3.14 Sound judgement is applied during application treatment area pattern selection
 - 3.15 Aircraft is operated at maximum permissible weights for aerial application operations in accordance with manufacturer and regulatory requirements
 - 3.16 Aircraft launch weight is determined within requirements relevant to operating conditions
- 4 Operate within the vicinity of power lines**
- 4.1 Power lines within and outside the treatment area during an aerial survey are identified
 - 4.2 Power line infrastructure cues are interpreted to aid wire run identification
 - 4.3 Wire heights are accurately assessed to support safe operations in vicinity of power lines, including safe flying parallel to wires
 - 4.4 Other hazards relevant to operations near power lines, such as pole stays, crop height, fences or machinery that may pose a risk, are identified and managed
 - 4.5 Safe command decision whether to fly over or under a wire is made
 - 4.6 Aerial application operations over wires, including adequate safety buffers for pull-up and let down and accurate cut-off and on-off application equipment, are conducted
 - 4.7 Aerial application operations under wires, including assessment of safe clearance distances, are conducted
 - 4.8 Application approaches towards power lines when passage beneath is unachievable are terminated safely
 - 4.9 Human factors that may affect operations near power lines, particularly distraction, short-term memory limitations and inattention (perceptual) blindness are applied during aerial application operations
- 5 Apply substances through aerial application**
- 5.1 Substances are applied safely in accordance with the application management plan

- 5.2 Correct application height relevant to terrain, application type and meteorological conditions is established and maintained
- 5.3 Appropriate airspeed and flight profile are controlled on entry or re-entry to operational areas
- 5.4 Aerial application equipment is operated within scope of the application management plan
- 5.5 Hazard areas are manoeuvred around with adequate safety margins during application operations
- 5.6 Application flow rates, pressure and product quantities are monitored during application operations
- 5.7 Decisions to suspend or continue safe aerial application operations are made based on planned or actual operating conditions
- 5.8 Clean-up operations and hazard safety checks are conducted on completion of aerial application

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

No equivalent unit.

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>

Assessment Requirements for AVIY0026 Conduct aerial application operations using remote pilot aircraft systems

Modification History

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:

- applying relevant aeronautical knowledge
- implementing work health and safety (WHS) procedures and relevant regulations
- assessing and checking aircraft and equipment for flight serviceability
- assessing identified environmental hazard factors
- assessing own fitness for flight and planned operations
- assessing relevant wind velocity and direction
- compiling applicable maintenance documentation
- conducting pre-flight operational planning
- determining aircraft launch weights relevant to operational conditions
- determining landing area suitability for normal and contingency operations
- determining relevant aircraft type suitability
- developing, amending and modifying application management plans
- establishing and implementing safe operating condition margins during aerial application operations
- establishing operational energy and power requirements for normal and contingency operations
- identifying aerial application hazards
- identifying logistical considerations for application management plan, including:
 - ground support requirements
 - personal supplies and life support
- identifying potential contingency and alternate landing areas
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs.

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:

- aerial application human factors, including:

- heat stress and dehydration
- in-flight distractions
- maintaining situational awareness
- mental and physical fatigue
- planning and risk management associate with aerial applications
- application area evaluation, including:
 - meteorological conditions
 - regulations and requirements with aerial applications
 - environmental hazard factors
- aerial application role equipment
- aircraft configuration and flight characteristics for the aircraft being flown during maximum weight flight and operations
- aircraft flight manual, performance, engine and systems
- applicable regulations that relate to conducting a safe aerial application operation
- aviation risk and fatigue risk management processes
- factors to be considered when determining payload weights for aerial application
- global navigation satellite system (GNSS) equipment and operator procedures
- low-level flight safety hazards and risks
- meteorological factors affecting aircraft flight performance during low-level flight
- relevant aerodynamics and aircraft performance
- terrain following techniques.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0027 Operate multi-rotor remote pilot aircraft systems

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 operate multi-rotor remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and managing multi-rotor RPAS during normal flight and during abnormal and emergency procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to equipment and system operations of flight or 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 within a single-pilot or multi-crew RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Operate and manage multi-rotor RPAS during normal flight

- 1.1 RPAS, sub-systems and devices are operated to achieve operational requirements
- 1.2 RPAS, sub-systems and devices are monitored using a systematic scan technique
- 1.3 RPAS and flight environment information is analysed to identify actual and potential threats or errors
- 1.4 Aircraft and systems inspection is completed prior to flight
- 1.5 Launch, landing and emergency hover zones are established
- 1.6 RPAS automation is utilised to manage control station workload
- 1.7 Checklist procedures are implemented during normal RPAS operations

2 Manage multi-rotor RPAS during abnormal and emergency procedures

- 2.1 Abnormal or emergency situations are identified, diagnosed and communicated
- 2.2 RPAS control is maintained at all times
- 2.3 RPAS abnormal or emergency checklist procedures are implemented to maintain safety of flight
- 2.4 Course of action is decided, implemented, evaluated and revised to achieve safest outcomes
- 2.5 Location and operation of emergency systems applicable to RPAS are explained

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

No equivalent unit

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>

Assessment Requirements for AVIY0027 Operate multi-rotor remote pilot aircraft systems

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting remote pilot aircraft systems (RPAS) displays
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- operating electronic communications equipment to required protocol
- performing systematic scan technique for monitoring multi-rotor RPAS, sub-systems (equipment) and devices
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- undertaking fault finding in multi-rotor RPAS
- using automated systems to manage workload
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aeronautical decision-making processes relevant to multi-rotor RPAS operations
- effective communication
- risk identification, analysis and control in relation to multi-rotor RPAS operations

- flight environment information, including:
 - head-up display (HUD) suitable for flight
 - multi-rotor RPAS control systems suitable for flight indications, including height, speed, direction and location
- RPAS as applicable to rating/endorsement requirements in relation to multi-rotor RPAS type if relevant
- risk identification, analysis and control in relation to multi-rotor RPAS operations
- autorotation principles
- gyroscopic principles
- RPAS components, including location and function of electrical parts
- aerodynamics – multirotor lift and drag, hovering and forward flight
- aerodynamics – abnormal operations
- principles of operation – flight controls
- RPAS as applicable to rating/endorsement requirements in relation to multi-rotor RPAS type if relevant
- battery/fuel/power system, including:
 - likely faults that may affect battery/fuel/power system
 - emergency operating procedures for battery/fuel/power system
 - operation of battery/fuel/power selector panel or display full battery/fuel capacity and fuel grade
- electrical system, including:
 - likely faults that may affect electrical system
- detection and avoidance systems, including:
 - surveillance and collision avoidance functions of detection and avoidance systems
 - system limitations
 - ‘return to home’ failsafe function
 - control link corruption the loss of command and control link procedures in accordance with the RPAS operator’s documented practices and procedures
 - safe forced landing and collision avoidance
- automated systems, including:
 - limitations of automated systems.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

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.

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 personal protective equipment (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>

AVIY0028 Operate remotely piloted aircraft in excluded category sub-2 kg operations

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit of competency involves the skills and knowledge to operate a Remotely Piloted Aircraft System (RPAS) in excluded sub-2 kg category operations. It includes operating within the relevant regulatory requirements of the Civil Aviation Safety Authority (CASA).

This unit addresses flight planning, pre-flight inspection, operating an RPAS during normal flight, managing an RPAS during abnormal or emergency procedures and landing.

The unit is applicable to personnel who pilot Remotely Piloted Aircraft (RPA) in excluded category sub-2 kg operations in visual line of sight (VLOS). They may work individually or under supervision as part of a team. Authorisation to perform this role is subject to organisational policies and procedures.

Excluded category operators are still required to obtain necessary CASA approvals.

Legislative or certification requirements to fly in this category apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Y - Aircraft Operation and Traffic Management.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Plan flight

1.1 Flight requirements are identified

1.2 Relevant CASA approved apps are consulted

1.3 Permission is obtained from relevant stakeholders prior to operations

1.4 Hazards are identified, risks are assessed and risk controls are implemented

1.5 Awareness of current and forecast weather conditions is maintained

1.6 Effects of wind velocity, adverse environmental conditions and contingency actions are planned for

2 Perform pre-flight inspection

2.1 RPAS hardware and software checks are carried out in accordance with manufacturer's instructions

2.2 Pre-operating inspection is recorded where applicable and in accordance with organisational requirements

3 Take off and climb RPAS

3.1 Take-off is conducted appropriate to RPAS type, with allowance for environmental conditions

3.2 Pre-departure control inputs are verified

3.3 RPAS control is maintained and aligned in the departure direction

3.4 CASA standard operating conditions for operating a RPAS are followed

3.5 RPAS climb is conducted in accordance with operational requirement

3.6 RPAS performance is monitored

3.7 Airspace awareness is consistently maintained

4 Control RPAS in flight

4.1 Power, altitude and configuration are set to achieve stable flight

4.2 Indications of height change are identified and responded to, to appropriately maintain safe operation

4.3 RPAS operating limits are maintained in accordance with manufacturer's instructions

- | | | |
|--|------------|---|
| | 4.4 | Flight path is observed and risks are managed in accordance with operational requirement |
| 5 Manage RPAS during abnormal or emergency situations | 5.1 | Abnormal or emergency situations are identified and communicated to relevant personnel |
| | 5.2 | Appropriate abnormal or emergency action is decided and implemented |
| 6 Descend and land RPAS | 6.1 | Appropriate inputs are made to altitude and power to achieve required descent rate |
| | 6.2 | Flight path is observed during descent and risks managed in accordance with requirements |
| | 6.3 | Landing is conducted appropriate to RPAS type, with allowance for environmental conditions |
| | 6.4 | Control of RPAS is maintained for safe landing |
| | 6.5 | RPAS is powered down according to RPAS type |
| 7 Complete post-flight requirements | 7.1 | Flight time recording requirements are accurately transcribed |
| | 7.2 | After landing checks are performed in accordance with approved checklist or manufacturer's instructions or operational requirements |
| | 7.3 | Post-flight paperwork is completed and submitted as required |

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 is a new unit. No equivalent unit.

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>

Assessment Requirements for AVIY0028 Operate remotely piloted aircraft in excluded category sub-2 kg operations

Modification History

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:

- adjusting altitude and power to achieve required Remotely Piloted Aircraft System (RPAS) altitude, configuration to achieve straight and level flight, and descent rate
- assessing risks and implementing risk controls
- completing RPAS climb
- completing pre-departure checks, including one or more of the following:
 - global positioning system (GPS) lock
 - loitering
 - control inputs to hover
 - controls checked, including return to home
- conducting landing appropriate to RPAS type with allowance for environmental conditions
- following Civil Aviation Safety Authority (CASA) standard operating conditions and regulations
- identifying and managing hazards
- identifying and communicating abnormal and/or emergency situations
- implementing appropriate abnormal or emergency actions
- maintaining airspace awareness
- monitoring current and forecast weather conditions
- observing flight path during ascent and descent
- operating a RPAS during normal flight, including launch, maintaining a straight line, turning, descending, landing and responding to indications of height change
- operating the RPAS within CASA regulations for excluded category
- performing post-landing checks
- planning for flight and effects of wind velocity, adverse environmental conditions and contingency actions
- recording pre-operating inspection where applicable
- checking relevant CASA approved apps
- stopping an RPAS within designated area
- transcribing applicable flight time records.

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:

- actions in event of lithium battery fire
- approved CASA apps
- appropriate post-flight documentation, including:
 - incident reporting
 - damage reports
 - flight logs
- environmental considerations, including:
 - noise and wildlife considerations
 - populated and unpopulated areas
- factors affecting directional control of RPAS
- functions and effects of all RPAS controls
- functions and effects of RPAS software control systems
- manufacturers' specifications for operating an RPAS
- pre-launch and after launch checks
- relevant air space classification
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders related to sub-2 kg drones for business use - excluded category required flight documentation
- RPAS performance limitations
- relevant CASA regulations for RPAS registration, licensing and certification
- safe transport of lithium batteries on commercial aircraft
- standard operating conditions of operating in the excluded category
- work health and safety (WHS) requirements related to RPAS.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in a simulated workplace operational situation that reflects workplace conditions.

Flight time must include a range of distances, heights and tasks within visual line of sight that allows the student to demonstrate competence.

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.

Resources for assessment must include access to:

- a range of relevant exercise 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 personal protective equipment (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>

AVIY0029 Operate rotary wing remote pilot aircraft systems

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 operate rotary wing remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes climbing an aircraft, maintaining straight and level flight, descending an aircraft and turning an aircraft. It also includes controlling an aircraft at any speed, performing circuits and approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

AVIW0028 Operate and manage remote pilot aircraft systems.

Competency Field

Y – Aircraft Operation and Traffic 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 Climb aircraft

- 1.1** Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (V_y), maximum angle (V_x) and cruise climb flight configurations from straight and level flight
- 1.2** Appropriate altimeter settings are set
- 1.3** Aircraft is maintained in balanced flight during adjustments to attitude and power
- 1.4** Power is maintained as altitude increases
- 1.5** Aircraft is levelled off from climb at nominated altitude
- 1.6** Lookout is maintained during climb using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 1.7** Situational awareness is maintained

2 Maintain straight and level flight

- 2.1** Attitude and power are adjusted to achieve a constant height, heading and speed while remaining in balanced flight
- 2.2** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 2.3** Natural horizon is used as primary attitude reference
- 2.4** Altitude is maintained within allocated height band

3 Descend aircraft

- 3.1** Attitude and power are adjusted to enter and maintain a descent from straight and level flight
- 3.2** Aircraft is levelled from a descent at a nominated altitude
- 3.3** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 3.4** Clearance ahead and below is maintained
- 3.5** Air traffic control (ATC) altitude restrictions are observed
- 3.6** Design limits are not exceeded during aircraft descent
- 3.7** Appropriate altimeter settings are set
- 3.8** Situation awareness is maintained always during aircraft

- descent
- 4 Turn aircraft**
- 4.1** Attitude and power are adjusted to enter and maintain turns at varying rates from level, climbing and descending flight to achieve nominated tracks
- 4.2** Aircraft is rolled out from the turn to achieve nominated heading or geographical feature alignment
- 4.3** Aircraft balance is ensured as required
- 4.4** Lookout is maintained in direction of turn and above or below using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 4.5** Engine operating limits are not exceeded
- 5 Control aircraft at any speed**
- 5.1** Attitude and power are adjusted, accelerated or decelerated to manoeuvre aircraft at any specified airspeed within the flight envelope while maintaining balanced flight
- 5.2** Height awareness is constantly maintained and appropriate adjustments made as required
- 5.3** Wind conditions are monitored and appropriate allowance made
- 5.4** Aircraft is suitably controlled to ensure it is operated within its design limits
- 6 Perform circuits and approaches**
- 6.1** Circuits are joined and conducted in accordance with aeronautical information publication (AIP) and/or local procedures at normal and low altitude appropriate to the aircraft type
- 6.2** Due allowance is made for wind and all appropriate checklist items are completed when performing circuits and approaches
- 6.3** Radiotelephone procedures are followed during circuit operations
- 6.4** Approach path applicable to aircraft type is intercepted and maintained while remaining clear of other traffic
- 6.5** Lookout is maintained during circuits and approaches using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 6.6** Conflicting traffic is recognised and appropriate responses

- made
- 6.7 Right of way rules are applied and compliance with these rules is maintained
 - 6.8 Weather conditions are monitored and appropriate responses made
 - 6.9 Fuel/power status is monitored and appropriate responses made
 - 6.10 Aircraft approach is conducted to establish hover or to conduct a landing at the nominated termination point
- 7 Comply with airspace requirements**
- 7.1 Suitable aeronautical charts are interpreted and used to maintain airspace compliance requirements
 - 7.2 Circuit departure is performed
 - 7.3 Aircraft is maintained within a specified area and/or track while complying with air traffic requirements, controlled or restricted airspace conditions or limitations and reacting to factors that affect the safe progress of a flight
 - 7.4 Orientation is maintained to geographical features with the aid of suitable charts and maps
 - 7.5 Circuit join is performed

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

No equivalent unit.

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>

Assessment Requirements for AVIY0029 Operate rotary wing remote pilot aircraft systems

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aircraft aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when controlling aircraft in normal flight
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls, including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems associated with controlling an aircraft in normal flight
- turning an aircraft with the following parameters:
 - level turns
 - climbing turns with 20° bank angle

- powered descending turn with 30° bank angle
- using instruments to monitor aircraft performance
- working collaboratively with others when controlling aircraft in normal flight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of a height/velocity diagram/graph
- application of heading and track
- Civil Aviation Safety Regulation (CASR) Part 101 Manual of Standards (MOS) aeronautical knowledge relevant to remote pilot aircraft operations
- cause and effects of retreating blade stall
- circuit patterns and procedures
- circumstances and procedures for the use of carburettor heat
- conditions leading to loss of tail rotor/anti-torque control during descent
- dangers of wind shear, turbulence and wake turbulence
- effect of turning and acceleration on magnetic compass accuracy
- forces and moments acting on an aircraft and precautions to manage their effects
- functions, and primary and secondary effects of all aircraft controls
- hazards and risks when controlling an aircraft in normal flight and precautions for controlling the risks, including:
 - in a climb
 - in a turn
 - in straight and level flight
- aircraft instruments and monitoring aircraft performance
- managing non-normal and emergencies in the circuit area
- principles of aerodynamics
- problems that may occur when controlling an aircraft in normal flight and appropriate action that should be taken in each case
- procedures for setting power in normally aspirated, turbocharger, supercharged or turbine engines
- recognition and avoidance of settling with power/vortex ring state
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- rotational and induced airflow
- theory and application of best rate and angle of climb
- use of instruments to monitor aircraft performance and significance of colour coding
- vortex ring state
- wind shear, turbulence and wake turbulence.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0030 Operate fixed wing remote pilot aircraft systems

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 operate fixed wing remote pilot aircraft systems (RPAS) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes climbing an aircraft, maintaining straight and level flight, descending an aircraft and turning an aircraft. It also includes controlling an aircraft at slow speed, performing circuits and approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

AVIW0028 Operate and manage remote pilot aircraft systems.

Competency Field

Y – Aircraft Operation and Traffic 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 Climb aircraft

- 1.1** Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (V_y), maximum angle (V_x) and cruise conditions of flight during straight and turning manoeuvres
- 1.2** Aircraft is maintained in balanced flight
- 1.3** Aircraft is levelled off from climb at nominated altitude using standard aircraft procedures
- 1.4** Flightpath clearance is ensured
- 1.5** Climb checks are completed

2 Maintain straight and level flight

- 2.1** Power, attitude and configuration are set to achieve straight and level flight
- 2.2** Aircraft is maintained in balanced flight
- 2.3** Altitude and heading are maintained within tolerances
- 2.4** Flightpath clearance is ensured

3 Descend aircraft

- 3.1** Power, attitude and configuration are set to achieve descent during glide, power assisted flight and approach profiles
- 3.2** Aircraft is maintained in balanced flight
- 3.3** Aircraft is levelled from a descent at a nominated altitude
- 3.4** Flightpath clearance is ensured
- 3.5** RPAS altitude restrictions are observed
- 3.6** Aircraft operating limits are not exceeded during descent
- 3.7** Effects of undercarriage and flaps are managed
- 3.8** Descent checks are completed

4 Turn aircraft

- 4.1** Airspace cleared procedure is carried out
- 4.2** Heading is altered in balanced flight during level, climbing, descending and gliding manoeuvres and turns are performed at varying rates to achieve specified tracks
- 4.3** Turn on to nominated heading or geographical feature is

- achieved
- 4.4** Aircraft operating limits are maintained during turns
- 5 Control aircraft at slow speed**
- 5.1** Pre-manoeuve checks are completed in accordance with operating procedures
- 5.2** Aircraft is flown at minimum clean approach speed and at minimum landing configuration approach speed as specified in operations manual/pilot's operating handbook (POH) in balanced flight
- 5.3** Height awareness is maintained during slow speed flight
- 5.4** Positive control responses are implemented and reduced control effectiveness recognised during slow flight manoeuvres
- 5.5** Stall warnings, cautions and indications are monitored during slow speed flight
- 5.6** Recovery to cruise speed is achieved while maintaining height
- 6 Perform circuits and approaches**
- 6.1** Traffic patterns are conducted in accordance with aeronautical information package (AIP) procedures appropriate to the aircraft type with allowance for wind velocity on all legs of the circuit
- 6.2** All checklists are completed and radiotelephone procedures followed
- 6.3** Approach path is appropriately intercepted and maintained in a manner applicable to aircraft type while remaining clear of other traffic
- 6.4** Traffic conflict or adverse flight conditions are recognised when they arise and a go-around is performed from any position in the traffic pattern
- 6.5** Right of way rules are applied and complied with
- 6.6** Radio listening watch is maintained in accordance with established procedures
- 6.7** Aircraft is configured for landing
- 7 Comply with airspace**
- 7.1** While aircraft is maintained within a specified area, compliance is maintained with air traffic requirements and restricted, controlled and other appropriately designated

requirements

airspace

- 7.2 Appropriate reactions are made to factors that may affect the safe progress of the flight
- 7.3 Awareness of aircraft position is maintained using charts and geographical features
- 7.4 Radio listening watch is maintained in accordance with established procedures
- 7.5 Weather conditions are monitored and appropriate action taken
- 7.6 Local and published noise abatement requirements and curfews are observed

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

No equivalent unit.

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>

Assessment Requirements for AVIY0030 Operate fixed wing remote pilot aircraft systems

Modification History

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)
- adhering to restricted, controlled and other appropriately designated airspace requirements
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aircraft aeronautical knowledge
- applying relevant legislation and workplace procedures
- applying the techniques of straight and level, climbing and descending flight to achieve a consistent traffic pattern and approach to landing
- communicating effectively with others when controlling an aircraft in normal flight, including using an aeronautical radio
- compensating for the secondary effects of controls
- completing relevant documentation
- confirming area of operation serviceability and availability
- controlling an aircraft during slow speed flight
- controlling an aircraft during turning manoeuvres
- determining appropriate runway and circuit procedures
- identifying and correctly using relevant equipment
- identifying geographical features from charts, including:
 - landing areas within local area
 - geographical limits
 - geographical limits of flight training areas
 - restricted, controlled and uncontrolled airspace areas
 - state/territory local airspace limits
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining separation between aircraft
- modifying activities depending on workplace contingencies, situations and environments

- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating safely in the area of operations and landing areas
- performing circuits and approaches
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- remaining within a designated area while complying with airspace and air traffic requirements
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor aircraft performance
- working collaboratively with others when controlling an aircraft in normal flight, including using an aeronautical radio
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- after launch checks
- aircraft performance
- aircraft systems
- aircraft weight and balance
- airspace cleared procedure to be carried out before all turns
- Civil Aviation Safety Regulation (CASR) Part 101 Manual of Standards (MOS) Aeronautical Knowledge relevant to remote pilot aircraft operations
- cause of and compensation for aileron drag
- circuit patterns and procedures
- contents of the operations manual and pilot's operating handbook (POH)
- dangers associated with mechanical and wake turbulence
- dangers of turbulence and wake turbulence when flying at low speed
- day visual flight rules (VFR) criteria
- effect of angle of bank and load factor on stall speeds
- effect of turning and acceleration on magnetic compass accuracy
- effects and use of carburettor heat or de-icing systems
- effects of carburettor or intake icing
- effects of excessive cooling on engine performance

- effects of flap
- engine considerations during prolonged climbing and descending
- environmental conditions that represent visual meteorological conditions (VMC)
- functions and effects of all aircraft controls
- go-around procedures from base leg and final approach
- hazards during maximum rate descent
- hazards when performing performance manoeuvres
- local area operating procedures
- operation of stall warning devices fitted to aircraft
- pre-landing checks
- primary effects of controls
- principles of aerodynamics
- procedures for setting power in normally aspirated, turbocharged or supercharged engines
- relationship between angle of bank, load factor and stall speed
- relationship between induced drag and operating at slow speed
- relationship of attitude and power to balanced flight
- relevant sections of aeronautical information package (AIP)
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- requirements and procedures for maximum rate descent
- tendency to under bank in descending turn and over bank in a climbing turn
- theory and application of best rate and angle of climb
- turning using a magnetic compass
- use of autopilot/flight director functions
- use of flap
- use of instruments to monitor aircraft performance.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0031 Apply the principles of air law to remote pilot aircraft systems operations

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 apply the principles of air law to remote pilot aircraft systems (RPAS) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes compiling aviation documentation, applying remote pilot licensing requirements, and applying flight rules and conditions of flight to RPAS operations. It also includes applying air service operations legislative requirements, aerodrome and airspace knowledge, and aviation emergency and search and rescue (SAR) knowledge to RPAS operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of remote pilots and contributes to safe and effective performance in complex operational environments.

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

Y – Aircraft Operation and Traffic 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 Compile aviation documentation | <p>1.1 Flight time recording requirements are accurately transcribed and compiled within authorised flight documents</p> <p>1.2 Aviation legislation, aeronautical information and general operating rules are confirmed and applied to aviation operations</p> <p>1.3 Maintenance release requirements and documentation are compiled.</p> |
| 2 Apply flight crew licensing knowledge | <p>2.1 Knowledge of remote pilot licence limitations and privileges is applied</p> |
| 3 Apply flight rules and conditions of flight | <p>3.1 Rules of the air are applied to SPAS operations</p> <p>3.2 Visual flight rules (VFR) and visual meteorology conditions are applied to RPAS operations.</p> <p>3.3 System lighting configuration and operating requirements are followed</p> <p>3.4 Minimum operating heights for flights over populated and other areas are applied</p> <p>3.5 Flight operating limitations over public gatherings are complied with</p> <p>3.6 Flight operating requirements for take-off and landing during daylight hours are applied</p> |
| 4 Apply operations legislative requirements | <p>4.1 Dangerous goods and miscellaneous payload requirements are applied</p> <p>4.2 Legislative responsibilities and requirements of the remote pilot in command (PIC) are identified</p> <p>4.3 Legislative requirements of remote pilot before and after flight duties are applied</p> |
| 5 Apply aerodrome and airspace knowledge | <p>5.1 Aerodrome movement areas, landing areas, helicopter landing site (HLS) and markings are identified</p> <p>5.2 Aerodrome operating procedures are applied to circuit operations</p> |

- 5.3 Classes of controlled and uncontrolled airspace are complied with
 - 5.4 Prohibited, restricted and danger (PRD) area flight operating conditions are applied
 - 5.5 Flight information and air traffic service area boundaries and limitations are identified and applied to aviation operations
 - 5.6 Appropriate reference heights are calculated and applied to aviation operations
- 6 Apply aviation knowledge**
- 6.1 Radio equipment listening watch requirements are applied
 - 6.2 Emergency incident and accident definitions and reporting requirements are outlined
 - 6.3 Flight incident and accident notification responsibilities of the PIC are identified

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

No equivalent unit.

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>

Assessment Requirements for AVIY0031 Apply the principles of air law to remote pilot aircraft systems operations

Modification History

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:

- applying air service operations legislative requirements
- applying aviation knowledge to remote pilot aircraft systems (RPAS) operations
- applying remote pilot licensing requirements
- applying flight rules and conditions of flight to RPAS operations
- applying relevant aeronautical knowledge
- compiling legislated aviation documentation
- extracting information from relevant civil air law, aviation regulations, policies and procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs.

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:

- application of civil air law, aviation regulations, policies and procedures applicable to RPAS operations
- Civil Aviation Safety Regulation (CASR) Part 101 Manual of Standards (MOS) relevant to RPAS operations
- relevant sections of CASRs and Civil Aviation Orders pertaining to civil air law, regulations, policies and procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0032 Apply RPAS payload and configuration management principles

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 unmanned aerial vehicle (UAV) performance and load in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes applying mass and balance control to flight planning, identifying constraints affecting load planning and planning an aircraft load. It also includes applying principles of aircraft balance and longitudinal stability to load planning, identifying aircraft structural limitations, and identifying aircraft mass and performance planning safety factors. It also includes determining aircraft mass and speed limitations, calculating launch requirements, calculating climb performance, calculating landing requirements, and determining aircraft buffet boundaries and speeds.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to route planning and navigation duties of flight dispatch personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial or 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.

Pre-requisite Unit

Not applicable.

Competency Field

H – Route Planning and Navigation

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 Apply mass and balance control to flight planning

- 1.1 Components of mass, balance and control are considered and applied in flight planning activities
- 1.2 Mass and control limitations are included in flight planning calculations
- 1.3 Required fuel and payload quantities, including minimum fuel reserves, maximum allowable payloads and fuel quantity limitations, are considered when calculating mass and balance
- 1.4 Calculated aircraft mass centre of gravity (CG) is within aircraft limits and is established for take-off, cruise and fuel economy calculation purposes
- 1.5 Ground handling of baggage and cargo is minimised through load distribution and loading sequence planning
- 1.6 Mass and CG is derived and calculated using basic data methods and is applied to flight planning calculations
- 1.7 Comprehensive load sheet is compiled that includes all required flight performance and load planning data

2 Identify constraints affecting load planning

- 2.1 Configuration of payload, mass and control limitations are considered
- 2.2 Aircraft, route, fuel required, and performance limitation planning factors are assessed for potential constraints to load planning activities
- 2.3 Hazards are identified, risks assessed, and hazard management implemented
- 2.4 Operator advance index tables and potential impact of mass and fuel minima during seasonal change are identified and considered
- 2.5 Unusual conditions when advanced allotment tables may be exceeded, the operational impacts and associated contingency planning factors are considered
- 2.6 Load planning constraints and limitations are prioritised

- based on operational and regulatory requirements
- 3 Plan an aircraft load**
- 3.1** Aircraft design and mass, launch, landing and zero-fuel weights (ZFW) are reviewed and applied to load planning activities
- 3.2** Operational load planning factors affecting a restriction on mass, operational (phase of flight), environmental, equipment, airspace and area of operations are considered and applied as required to aircraft load planning
- 3.3** Aircraft operating mass and passengers mass limits are summarised within load planning documentation
- 3.4** Mass of minimum fuel based on ZFW, quantity, fuel type and specific gravity (including fuel quantity conversions) are reviewed and applied to load planning calculations
- 3.5** Available payload based on specific conditions affecting a flight, including maximum take-off weight (MTOW), regulated take-off weight (RTOW), minimum fuel and taxi fuel requirements, are determined
- 3.6** Manual load sheet, including payload location and last-minute changes, is prepared
- 3.7** Load sheet, including payload location and last-minute changes, is interpreted and automated
- 4 Apply principles of aircraft balance and longitudinal stability to load planning**
- 4.1** Load planning factors, including balance, CG (variations), balance on the ground, principles of lift and centre of pressure, mean aerodynamic chord (MAC) and functions of stabilisers, are identified and considered when calculating aircraft performance and load
- 4.2** Aircraft point of balance is calculated using aircraft data and aircraft balance principles, and is applied to load planning calculations
- 5 Identify aircraft structural limitations**
- 5.1** Satisfactory aircraft balance calculations are achieved ensuring aircraft is safely loaded, structural integrity has not been exceeded and load is capable of being satisfactorily restrained
- 5.2** Fuselage structural limits over, forward and aft of the wing, and mass limitations for associated loading zones are considered and applied to load planning activities

- 5.3** Maximum allowable package sizes are determined using aircraft tables
- 5.4** Methods of restraint and the effect on passengers and crew, damage and CG, including principles of inertia and forces applied to load, are considered and applied to load planning activities
- 5.5** Advantages and limitations of certified and non-certified cargo loads and containers, and methods of load security are considered when calculating aircraft load limitations
- 6 Identify aircraft mass and performance planning safety factors**
- 6.1** Aircraft certification considerations, including structural strength, loads, speed limitations, operating environment, performance capability, landing area lengths and terrain, are considered and applied to aircraft mass and performance calculations
- 6.2** Aircraft certification standards, including categories, state/territory-based variations, operating mass or CG never exceeding limits, and aircraft flight manual restrictions are considered and applied to aircraft mass and performance calculations
- 6.3** Environmental considerations, including certified aircraft operating envelope, pressurisation capabilities, system limitations and aircraft flight manual envelope charts, are considered and applied to aircraft performance calculations
- 7 Determine aircraft mass and speed limitations**
- 7.1** Positive and negative load factor limitations, including normal and ultimate (structural), speed limitations and differing express terms of speed, are considered and applied to aircraft performance calculations
- 7.2** Boundaries of aircraft operating envelope for a specific mass are determined using flight strength diagrams, illustrating effect of wind gusts, margins of speed limits, and turbulence penetration considerations
- 8 Calculate take-off requirements**
- 8.1** Take-off requirements are determined considering clearways and stop-ways requirements and alternatives to balanced field length methods
- 8.2** Critical engine failure speeds, flap positions and reduced thrust take-off stopping distance at critical engine failure speeds is calculated
- 9 Calculate climb**
- 9.1** Take-off flight path; climb segments, including terrain

| | | |
|---|-------------|---|
| performance | | and obstacle avoidance; and the effects of mass, altitude and temperature; are determined |
| | 9.2 | En route considerations affecting climb performance, such as take-off mass, en route alternate selection and terrain, are considered and applied to aircraft performance calculations |
| | 9.3 | Approach and landing requirement planning factors, including terrain and obstacle avoidance, and effects of mass, altitude and temperature, are considered and applied to aircraft performance calculations |
| 10 Calculate landing area requirements | 10.1 | Landing distance requirements are determined, including effect of aircraft configuration, available stopping distance, and effects of marginal conditions |
| | 10.2 | Landing distance based on varying environmental conditions, effect of obstacles and braking systems is calculated |
| 11 Determine aircraft buffet boundary and speeds | 11.1 | Aircraft buffet characteristics, and the effect of variations of a given mass and speed are identified and applied to aircraft performance calculations |
| | 11.2 | Permissible buffet for a range of aircraft speeds for combinations of mass and altitude, including safe operating margins, is calculated |

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

No equivalent unit.

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>

Assessment Requirements for AVIY0032 Apply RPAS payload and configuration management principles

Modification History

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 basic principles of mass and performance limitations
- applying fuel, payload and load considerations while respecting regulatory and company-approved requirements
- applying knowledge of low and high-speed aircraft buffet characteristics and determining speeds at which aircraft buffet is encountered
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- calculating aircraft centre of gravity (CG) arithmetically and graphically using practical methods of and within acceptable ranges
- calculating balance mass required given unequal lengths of arm of beam balance and mass of one pan
- calculating CG of fully loaded aircraft with variable passenger and cargo configurations
- calculating moments about aircraft in flight
- calculating point of suspension given unequal mass in the pans of a beam balance and total length of beam
- communicating effectively with others
- completing relevant documentation
- determining maximum permissible take-off and landing mass under variable operating conditions
- determining permissible mass, altitude and temperature limit data using aircraft operating flight manual in varying conditions
- determining take-off and landing area length and speeds using aircraft operations and flight manual in varying configurations and conditions
- developing an International Air Transport Association (IATA) loadsheet based on mass, balance and control components
- establishing and applying aircraft climb performance limitations
- identifying aircraft mass and performance planning safety factors
- identifying and correctly using equipment required to manage aircraft performance and load

- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- preparing and planning manual and automated load sheets based on all known operational constraints and considerations
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying problems, faults and malfunctions promptly in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using aircraft flight manual charts and graphs to determine buffet boundaries and safe operating conditions
- using aircraft operating environment envelope chart effectively
- using operator advanced allotment tables to determine typical values for various routes, aircraft and operational needs
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aircraft design mass, including:
 - maximum taxi mass
 - maximum take-off mass
 - maximum landing mass
 - maximum zero-fuel mass
- aircraft mass, balance and control definitions, including:
 - basic operating mass (BOW)
 - dry operating mass (DOW)
 - zero-fuel mass (ZFW)
- critical engine failure speed V1 characteristics, including:
 - mass
 - landing area slope
 - landing braking coefficient
 - pressure altitude
 - temperature

- wind component
- flap position
- definition of aircraft moment
- derivation of aircraft data and calculation techniques related to aircraft performance, and load planning factors and considerations
- express terms of speed, including:
 - indicated airspeed (IAS)
 - mach number
 - designed dive speed
 - maximum operating speed
 - normal operating speed
- IATA load sheet information requirements and compilation, including:
 - flight number
 - aircraft registration
 - dry operating mass and dry operating CG
 - zero fuel mass
 - zero-fuel CG
 - launch mass CG (MAC %)
 - landing mass
 - landing mass CG (MAC %)
 - passenger distribution
 - deadload distribution – baggage, cargo and mail
 - details of dangerous goods (NOTOC)
 - details of live and perishable cargo
- IATA numbering scheme for cargo holds
- mass and balance calculations, including:
 - graphical
 - arithmetical
 - mass x arm = moment
 - total moments = arm of CG
 - use of automated systems
- maximum payload limitations, including:
 - volumetric, floor and loading limitations
 - ramp unload and reload limitations
 - CG
 - dangerous goods
 - differences between DOW and MZFW
 - passenger capacity
- meaning and calculation of take-off safety speed (V₂)
- operating mass definitions and application to load planning, including:

- BOW
- $BOW + \text{crew, crew bags, catering and spares} = DOW$
- $DOW + \text{payload/passenger load} = ZFW$
- $DOW + \text{take-off fuel} = \text{operating mass (OW)}$
- $ZFW + \text{payload/passenger load} = \text{take-off mass (TOW)}$
- $TOW + \text{taxi fuel} = \text{taxi mass}$
- $TOW - \text{fuel consumed en route} = \text{landing mass (LDW)}$
- $TOW - \text{take-off fuel} = ZFW$
- other terminology relevant to aircraft performance calculations not otherwise defined
- principles of balance control
- principles of mass control
- ramp mass or taxi mass, including
 - TOW
 - LDW.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0033 Operate aircraft using aircraft flight instruments

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 operate aircraft using aircraft flight instruments in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes establishing serviceability of flight instruments and instrument power sources, operating an aircraft using full instrument procedures and recovering from unusual attitudes using full instrument procedures. It also includes operating an aircraft using limited instrument procedures, recovering from unusual attitudes using limited instrument procedures, re-establishing visual flight and performing steep turns.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties that complement flight crew non-technical skills and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Establish serviceability of flight instruments and instrument power sources

1.1 Serviceability of flight instrument, pitot/static system and instrument power sources is determined before flight

1.2 Functional checks of flight and navigational instruments are performed before departure

2 Operate aircraft using full instrument procedures

2.1 Flight instrument and instrument power sources are monitored and pilot cautions, warnings and indications reacted to in accordance with full instrument procedures

2.2 Power and attitude are set and maintained by reference to full instrument panel to achieve straight and level performance during normal cruise

2.3 Power and attitude are set and maintained by reference to full instrument panel to achieve nominated climb performance

2.4 Power and attitude are set and maintained by reference to full instrument panel to achieve nominated descent performance

2.5 Power, attitude and bank during climb, descent and straight and level flight are set and maintained by reference to full instrument panel to achieve rate one turns onto a nominated heading

2.6 Aircraft is balanced and trimmed to maintain nominated aircraft altitude, heading, speed and/or climb/descent performance within flight tolerances

2.7 Aircraft is levelled at nominated altitude, from climb or descent during straight or turning flight

3 Recover from unusual attitudes using full instrument procedures

3.1 Unusual attitudes and upset situations are recognised and identified

3.2 Controlled flight is resumed by reference to flight instruments using a full instrument panel

- 3.3** Straight and level attitude is achieved without excessive oscillations at the horizon
- 3.4** Aircraft is recovered to above lowest safe altitude (LSALT)
- 4 Operate aircraft using limited instrument procedures**
- 4.1** Flight instrument and instrument power sources are monitored and pilot cautions, warnings and indications reacted to in accordance with limited instrument procedures
- 4.2** Aircraft is transitioned from full instrument operating procedures to limited instrument operating procedures while maintaining safe flight profiles
- 4.3** Power and attitude are set and maintained by reference to limited instrument panel to achieve straight and level performance during normal cruise
- 4.4** Power and attitude are set and maintained by reference to limited instrument panel to achieve nominated climb performance
- 4.5** Power and attitude are set and maintained by reference to limited instrument panel to achieve nominated descent performance
- 4.6** Power, attitude and bank during climb, descent, straight and level flight are set and maintained by reference to limited instrument panel to achieve rate one turns onto a nominated heading
- 4.7** Aircraft is balanced and trimmed to maintain nominated aircraft altitude, heading, speed and/or climb/descent performance within flight tolerances
- 4.8** Aircraft is levelled at nominated altitude, from climb or descent during straight or turning flight
- 5 Recover from unusual attitudes using limited instrument procedures**
- 5.1** Unusual attitudes and upset situations are recognised and identified
- 5.2** Controlled flight is resumed by reference to flight instruments using a limited instrument panel
- 5.3** Straight and level attitude is achieved without excessive oscillations at the horizon

- 5.4 Aircraft is recovered to above LSALT
- 6 **Re-establish visual flight**
 - 6.1 Aircraft is transitioned from visual flight conditions to instrument flight conditions while aircraft control is maintained
 - 6.2 Aircraft is manoeuvred to re-establish visual flight
 - 6.3 Plan is implemented to ensure flight continues within visual meteorological conditions (VMC)
- 7 **Perform steep turns**
 - 7.1 Power, attitude and bank are set to maintain level flight by reference to full instrument panel that achieves a steep turn
 - 7.2 Nominated angle of bank is maintained
 - 7.3 Aircraft turn is exited onto nominated heading
 - 7.4 Aircraft is balanced and trimmed to maintain nominated aircraft altitude, heading, speed and/or climb/descent performance within flight tolerances

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 AVIY0001 Operate aircraft using aircraft flight instruments.

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>

Assessment Requirements for AVIY0033 Operate aircraft using aircraft flight instruments

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- compensating for secondary effects of controls
- completing relevant documentation
- controlling aircraft by reference to artificial horizon and gyro compass
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining orientation under simulated instrument flight conditions
- modifying activities dependent on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing manoeuvres and procedures solely by use of instrument panel, including:
 - full instrument panel procedures
 - limited instrument panel procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting or rectifying identified problems promptly by referring to instrument panel
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight

- using instrument scan techniques applicable to flight condition
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- anti-icing and de-icing controls and switches fitted to aircraft type
- attitude and power requirements to achieve specified flight profiles
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- flight instrument performance tolerances for instrument meteorological condition (IMC) flights
- functions and effects of all aircraft controls
- hazards that exist when controlling an aircraft by reference to instrument panel and related risk control processes
- human factors applicable to instrument panel operating procedures, including:
 - full instrument panel
 - limited instrument panel
- in a Defence context, relevant Defence Orders and Instructions
- instrument panel failure cautions, warning and indication systems and appropriate response techniques
- instrument panel scan techniques
- meteorological conditions impacting instrument flight procedures
- operation of flight instruments and pitot/static system
- operation, function and limitations of flight instruments and instrument power sources
- performance instrument indications and power requirements to achieve specified flight profiles
- pitot, airframe and carburettor icing and prevention/removal procedures
- principles of aerodynamics
- unusual aircraft attitudes
- problems that may occur when controlling an aircraft by reference to full instrument panel and action that should be taken in each case
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- safety risks associated with application of large or rapid control inputs in more than one axis simultaneously
- scan techniques appropriate to fitted flight instruments and phase of flight, including:
 - with attitude and stabilised heading indicators
 - without attitude and stabilised heading indicators.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

Performance must be assessed in one or more of the following:

- single engine aircraft
- multi-engine aircraft
- synthetic training device approved by appropriate authority
- fixed wing
- helicopter
- other commercial or military aircraft

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>

AVIY0034 Operate in controlled airspace

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 operate in controlled airspace in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes applying controlled airspace procedures, and applying abnormal and emergency situation response procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

1 Apply controlled airspace procedures

demonstrate achievement of the element.

- 1.1** Control area (CTA) and control zone (CTR) instructions for departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures are adhered to
- 1.2** Airways clearance requirements for entering, operating in and departing from CTA and CTR are adhered to
- 1.3** Adverse weather conditions affecting airways clearance maintenance are advised to appropriate air traffic services as required
- 1.4** Air traffic service requirements for a change in level within CTA during routine flight are adhered to
- 1.5** Class C, D and G navigational chart information is identified and interpreted for use within controlled airspace
- 1.6** Separation standards between instrument flight rule (IFR) flights, and IFR and visual flight rule (VFR) flights in various classes of CTA are confirmed and applied
- 1.7** Restricted and danger area separation requirements are identified and maintained
- 1.8** Class C, D and G radio and navigation aid frequencies are identified and used within controlled airspace
- 1.9** Aircraft IFR/VFR separation requirements are maintained
- 1.10** Aircraft altitude and tracking tolerances when operating on an airways clearance are maintained
- 1.11** CTA protection tolerances are maintained
- 1.12** Radar vectoring procedures, including radio procedures and phraseologies, are implemented as required through air traffic services instruction
- 1.13** Airways clearance requirements for operating in all classes of airspace, including lead time required for flight plan submission, contents, clearance void time, and 'read back' requirements, are complied with

2 Apply abnormal and

- 2.1** Aircraft is configured to maintain safe operating

**emergency situation
response procedures**

conditions within controlled airspace requirements during abnormal and emergency situations

- 2.2 Aircraft position and intention broadcasts are made to local and area traffic, including air traffic services
- 2.3 Appropriate radio communication failure or emergency transponder codes during abnormal or emergency situations are selected within CTA and CTR airspace
- 2.4 Air traffic service requirements for a change in level within CTA during abnormal or emergency situations are adhered to

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 AVIY0002 Operate in controlled airspace.

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>

Assessment Requirements for AVIY0034 Operate in controlled airspace

Modification History

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:

- adhering to air traffic services requirements for a change in level within control area (CTA), including emergency situations
- applying airways clearance requirements for entering, operating in and departing from CTA and control zone (CTR)
- applying relevant aeronautical knowledge
- complying with departure, climb, transition to cruise (levelling out), cruise, change of levels, descent and visual approach procedures in CTA and CTR instructions
- identifying controlled airspace separation requirements
- identifying danger area operating requirements
- obtaining and interpreting traffic information
- operating under radar vectoring procedures, including radio procedures and phraseologies
- performing appropriate actions in abnormal operations and emergencies
- performing appropriate actions radio communication in CTA and CTR is lost
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recalling transponder emergency and communication failure codes
- reconfirming air traffic services instructions where doubt exists
- selecting appropriate aircraft lighting configuration
- setting appropriate radio communication failure or emergency transponder codes during abnormal or emergency situations
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- transmitting appropriate aircraft position and intention broadcasts.

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:

- aerodrome ground markings and lighting

- air traffic services information requirements
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations within controlled airspace
- Class C, D and G airspace operating requirements
- controlled airspace
- danger areas
- Notice to Airmen (NOTAM) information requirements
- radio failure procedures
- restricted airspace
- standard radio telecommunication phraseology
- transponder codes for Class C, D and G airspace
- visual flight rules (VFR)
- visual navigation charts (VNC).

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0035 Operate in Class G airspace

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 operate in Class G airspace in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating and navigating in uncontrolled airspace.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|--|------------|---|
| 1 Operate in uncontrolled airspace | 1.1 | Aircraft tracking tolerances are maintained to remain within Class G airspace |
| | 1.2 | Aircraft altitude tolerances are maintained to remain within Class G airspace |
| | 1.3 | Traffic separation tolerances between instrument flight rule (IFR) and visual flight rule (VFR) operations are maintained |
| | 1.4 | Abnormal and emergency situation response actions are implemented as required |
| 2 Navigate in uncontrolled airspace | 2.1 | Flight operations are conducted with appropriate separation from active aerodrome and landing areas |
| | 2.2 | Controlled and restricted airspace areas are identified and separation tolerances maintained during all phases of flight |
| | 2.3 | Appropriate flight operating procedures are applied in vicinity of danger areas |
| | 2.4 | Radio communication failure and aircraft emergency transponder codes are utilised as required |

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 AVIY0003 Operate in Class G airspace.

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>

Assessment Requirements for AVIY0035 Operate in Class G airspace

Modification History

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:

- acquiring en route weather information and/or local observations
- applying relevant aeronautical knowledge
- displaying effective uncontrolled airspace situational awareness
- identifying and interpreting Class G navigational chart information
- identifying controlled airspace separation requirements
- identifying danger area operating requirements
- identifying relevant Class G radio and navigation aid frequencies
- identifying restricted area separation requirements
- maintaining aircraft altitude tolerances
- maintaining aircraft instrument flight rule (IFR)/visual flight rule (VFR) separation requirements
- maintaining aircraft tracking tolerances
- obtaining and interpreting traffic information
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- selecting appropriate aircraft lighting configuration
- setting appropriate radio communication failure or emergency transponder codes during abnormal or emergency situations
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- transmitting appropriate aircraft position and intention broadcasts.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations in Class G airspace
- class G airspace operating requirements

- controlled airspace
- danger areas
- IFRs
- radio failure procedures
- restricted airspace
- standard radio telecommunication phraseology
- transponder codes for Class G airspace
- VFRs
- visual navigation charts (VNC).

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0036 Operate at non-towered aerodromes

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 operate at non-towered aerodromes in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-flight preparations; taxiing aircraft; and applying aircraft departure, arrival and landing procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties that complement flight crew non-technical skills 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

- demonstrate achievement of the element.
- 1 Conduct pre-flight preparations**
 - 1.1 Relevant non-towered aerodrome operational information is extracted from authorised sources
 - 1.2 Information is interpreted to determine appropriate departure, arrival and landing requirements
 - 1.3 Special aerodrome procedures are identified as required
 - 1.4 Weather forecasts and local observations are checked for operating validity for flight planned duration
 - 1.5 Relevant radio and navigation aid frequencies are identified for use during all flight modes
 - 2 Taxi aircraft at a non-towered aerodrome or landing area**
 - 2.1 Non-towered aerodrome or landing area charts are used
 - 2.2 Local or area barometric pressure adjusted for sea level (QNH) is set
 - 2.3 Operating intentions are broadcast via radio telecommunications on appropriate frequency
 - 2.4 Local and area traffic information is obtained and interpreted
 - 2.5 Aircraft separation and lookout is maintained for other aircraft and for other aerodrome obstructions or hazards
 - 2.6 Appropriate aircraft lighting is selected during aircraft taxi
 - 2.7 Aerodrome ground markings are identified and appropriate action taken during aircraft taxi
 - 2.8 Aircraft is taxied or air transited to runway holding point
 - 3 Perform aircraft departure**
 - 3.1 Runway approaches are checked and cleared in all directions prior to entering runway
 - 3.2 Aircraft transponder code and appropriate mode are selected
 - 3.3 Aircraft position and operating intentions are broadcast on appropriate frequencies
 - 3.4 Aircraft separation is maintained during aircraft

- departure sequence
- 3.5** Air service provider is advised of departure details as required
- 4 Perform arrival and landing**
- 4.1** Relevant non-towered aerodrome operational information is extracted from authorised sources prior to entering circuit area
- 4.2** Local or area barometric pressure adjusted for sea level (QNH) is set
- 4.3** Aircraft position and operating intentions are broadcast on appropriate frequencies
- 4.4** Aircraft separation and tracking tolerances are maintained
- 4.5** Wind velocity and direction is assessed to determine appropriate circuit and landing direction
- 4.6** Non-towered aerodrome runway or landing areas are confirmed as serviceable for landing sequence
- 4.7** Runway areas and landing areas are checked and confirmed to be clear of landing obstacles and hazards
- 4.8** Aircraft arrival sequence is conducted in accordance with manufacturer and organisational operating procedures
- 4.9** Aircraft is landed and cleared from runway and landing areas
- 4.10** Air service provider is advised of landing details as required

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 AVIY0004 Operate at non-towered aerodromes.

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>

Assessment Requirements for AVIY0036 Operate at non-towered aerodromes

Modification History

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:

- applying aircraft taxi or air transit procedures
- applying day visual flight rules (VFR) departure procedures
- applying day VFR arrival and landing procedures
- applying effective aerodrome traffic situational awareness
- applying relevant aeronautical knowledge
- confirming runway and landing area serviceability
- displaying sound airmanship skills during non-towered aerodrome operations, including:
 - during taxi
 - aircraft departure
 - aircraft arrival
 - aircraft landing and dispersal
- identifying relevant operational information from En-route Supplement Australia (ERSA) and Notice to Airmen (NOTAM)
- interpreting weather forecasts and local observations
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising and interpreting aerodrome ground markings
- setting appropriate transponder codes for local or area flight operations
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- transmitting local and area broadcasts.

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:

- aerodrome ground markings and lighting
- aerodrome wind velocity, wind direction and appropriate circuit procedure
- airmanship considerations during non-towered aerodrome operations, including:

- during taxi
- aircraft departure
- aircraft arrival
- aircraft landing and dispersal
- appropriate aircraft lighting configuration
- appropriate transponder codes for local or area flight operations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations at non-towered aerodromes
- day VFR arrival and landing procedures
- day VFR departure procedures
- how to identify relevant radio and navigation aid frequencies
- how to identify special aerodrome procedures
- how to interpret weather forecasts and local observations
- local and area broadcast procedures
- non-towered aerodrome operational information from ERSA and NOTAM
- NOTAM information
- radio failure procedures
- standard radio telecommunication phraseology
- transponder codes for Class G airspace.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0037 Operate at a controlled aerodrome

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 operate at a controlled aerodrome in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting pre-flight preparations; taxiing aircraft; and applying aircraft departure, arrival and landing procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Conduct pre-flight preparations

- 1.1 Relevant controlled aerodrome operational information is extracted from authorised sources
- 1.2 Information is interpreted to determine appropriate departure, arrival and landing requirements
- 1.3 Special aerodrome procedures are identified as required
- 1.4 Weather forecasts and local observations are checked for operating validity for flight planned duration
- 1.5 Relevant radio and navigation aid frequencies are identified for use during all flight modes

2 Taxi aircraft at a controlled aerodrome

- 2.1 Air traffic clearances are obtained and complied with
- 2.2 Aircraft is manoeuvred to holding point as instructed and appropriate action is taken to avoid other aircraft and obstructions
- 2.3 Aerodrome ground markings are identified and appropriate action taken during aircraft taxi
- 2.4 Aerodrome lighting signals are identified and appropriate action taken to comply with ground/hover taxi requirements
- 2.5 Airport runway incursion hotspots are identified
- 2.6 Aircraft separation and lookout are maintained for other aircraft and other aerodrome obstructions, including jet blast hazards
- 2.7 Appropriate aircraft lighting is selected during aircraft taxi
- 2.8 Aircraft is taxied or air transited to runway holding point

3 Perform aircraft departure

- 3.1 Airways clearance is obtained and confirmed with air traffic services
- 3.2 Runway approaches are checked and cleared in all directions prior to entering runway
- 3.3 Aircraft transponder code and appropriate mode are selected

- 3.4 Air traffic departure instructions are complied with, and air traffic is advised of clearance instructions non-compliance as soon as possible as required
 - 3.5 Aircraft separation is maintained and wake turbulence conditions avoided during aircraft departure sequence
 - 3.6 Air traffic service is advised of departure details as required
 - 3.7 Airways clearance instructions are maintained within tracking and altitude tolerances, and lookout is maintained until clear of the aerodrome control zone
- 4 Perform arrival and landing**
- 4.1 Relevant controlled aerodrome operational information is extracted from authorised sources prior to entering control area
 - 4.2 Local or area barometric pressure adjusted for sea level (QNH) is set
 - 4.3 Air traffic clearance is gained from air traffic service and appropriate transponder code is selected prior to entry to control area, and air traffic is advised of clearance instructions non-compliance as soon as possible as required
 - 4.4 Aircraft separation, lookout and tracking tolerances are maintained within the control area
 - 4.5 Wind velocity and direction are assessed to confirm clearance instructions, and appropriate circuit and landing direction
 - 4.6 Landing clearance is confirmed with air traffic service
 - 4.7 Aircraft is landed and taxi clearance from runway and landing areas is obtained

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 AVIY0005 Operate at a controlled aerodrome.

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>

Assessment Requirements for AVIY0037 Operate at a controlled aerodrome

Modification History

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:

- advising air traffic service of airways clearance instructions confirmation or non-compliance
- applying aircraft taxi or air transit procedures
- applying relevant aeronautical knowledge
- applying relevant approach and landing procedures
- applying relevant departure procedures
- applying sound airmanship skills during controlled aerodrome operations, including:
 - during taxi
 - aircraft departure
 - aircraft arrival
 - aircraft landing and dispersal
- determining aerodrome wind velocity, wind direction and appropriate circuit procedure
- identifying relevant operational information from En-route Supplement Australia (ERSA) and Notice to Airmen (NOTAM)
- interpreting weather forecasts and local observations
- obtaining and interpreting traffic information
- recognising and interpreting aerodrome ground markings
- selecting appropriate aircraft lighting configuration
- setting appropriate transponder codes control area operations
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations at controlled aerodromes
- controlled aerodrome ground markings and lighting

- NOTAM information
- radio failure procedures
- standard radio telecommunication phraseology
- transponder codes for radio failure and emergency.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0040 Apply aeronautical knowledge to aviation operations

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 apply aeronautical knowledge to aviation operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes utilising aviation terminology, demonstrating knowledge of basic aircraft power plants and systems, and applying aerodynamic theory. It also includes applying knowledge of aviation navigation charts, aircraft operations, and performance and planning factors.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Utilise aviation terminology | 1.1 Standard aeronautical terminology and phraseology is used to explain aviation operations |
| | 1.2 Flight direction is correctly explained using accepted units of measure and direction |
| | 1.3 Flight speed, distance and velocity terms are correctly outlined |
| | 1.4 Aviation units of measure are utilised during aviation operations |
| 2 Apply knowledge of basic aircraft power plants and systems | 2.1 Piston engine aircraft operating principles are explained |
| | 2.2 Operator knowledge of aviation fuels and oils usage is applied |
| | 2.3 Engine handling techniques and operating limitations are implemented |
| | 2.4 Aircraft system component malfunctions/failures and associated system warnings, cautions and indications are correctly outlined |
| | 2.5 Aircraft flight instruments are identified and their purpose explained |
| 3 Apply basic aerodynamic theory | 3.1 Basic aircraft operational states are explained in terms of kinetic and potential energy terms |
| | 3.2 Standard aerodynamic terminology and phraseology is used to describe aviation operations |
| | 3.3 Wake turbulence and associated aircraft operational effects are explained |
| | 3.4 Thrust stream turbulence, including jet blast and rotor downwash hazards to flight operations, are identified |
| 4 Apply knowledge of aviation navigation charts | 4.1 Visual chart types and major chart features displayed are explained |
| | 4.2 Controlled airspace (CTA), prohibited, restricted and danger (PRD) areas are identified on appropriate visual |

- charts
- 4.3 Appropriate PRD data is determined and extracted for use in aviation navigation planning
 - 4.4 Runway information and operational limitations data is extracted from en route supplements for use in aviation navigation planning
- 5 Apply knowledge of aircraft operations, performance and planning**
- 5.1 Aircraft airworthiness requirements and certification documentation are identified and correctly compiled
 - 5.2 Aircraft take-off and landing performance data is extracted from authorised sources and is correctly used during aircraft performance planning
 - 5.3 Aircraft weight and balance planning factors are correctly outlined and used during aircraft loading calculations

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 AVIY0008 Apply aeronautical knowledge to aviation 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>

Assessment Requirements for AVIY0040 Apply aeronautical knowledge to aviation operations

Modification History

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:

- applying basic aerodynamic theory
- applying knowledge of aircraft operations, performance and planning
- applying knowledge of aviation navigation charts
- applying knowledge of basic aircraft power plants and systems
- applying relevant aeronautical knowledge
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- utilising aviation terminology.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aircraft operations, performance and planning
- basic aerodynamic theory
- aviation navigation charts
- aviation terminology
- basic aircraft power plants and systems
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations
- general flight planning and performance, including:
 - density height
 - take-off and landing performance
 - climb, cruise and descent performance
 - weight and balance
 - loading limitations and terminology
 - speed limitations and terminology

- en route supplement information relevant to day visual flight rules VFR operations
- flight plan preparation, including:
 - flight planning
 - equi-time point (ETP)
 - point of no return (PNR)
 - diversions.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (PPE) currently used in industry.

Links

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AVIY0041 Apply the principles of civil air law to aviation operations

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 apply the principles of civil air law to aviation operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes compiling aviation documentation, applying flight crew licensing requirements, and applying flight rules and conditions of flight to aviation operations. It also includes applying air service operations legislative requirements, aerodrome and airspace knowledge, and aviation emergency and search and rescue (SAR) knowledge to aviation operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

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

Y – Aircraft Operation and Traffic 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 Compile aviation documentation | 1.1 Flight time recording requirements are accurately transcribed and compiled within authorised flight documents and flight record systems |
| | 1.2 Aviation legislation, aeronautical information and general operating rules are confirmed and applied to aviation operations |
| | 1.3 Aircraft maintenance release requirements and documentation compliance requirements are clarified |
| 2 Apply flight crew licensing knowledge | 2.1 Knowledge of flight crew licence limitations and privileges is applied |
| | 2.2 Flight crew licence medical standards and limitations are confirmed and applied to aviation operations |
| | 2.3 Licence holder privileges relating to daily maintenance inspections, maintenance release documentation and defect reporting are complied with |
| 3 Apply flight rules and conditions of flight | 3.1 Rules of the air are applied to aviation operations |
| | 3.2 Aerodrome operating requirements are applied |
| | 3.3 Separation minima at non-controlled aerodromes is applied |
| | 3.4 Smoking restrictions during take-off, landing and refuelling operations are complied with |
| | 3.5 Carriage and discharge of firearms requirements are applied |
| | 3.6 Visual flight rules (VFR) and visual meteorology conditions are applied to aviation operations below 10,000 feet (ft) |
| | 3.7 Altimetry procedures for flight below 10,000 ft are applied to aviation operations |
| | 3.8 Drugs and alcohol usage rules, including temporary medical unfitness for flight, are complied with |
| | 3.9 Aircraft lighting configuration and operating |

requirements are followed

- 3.10** Minimum operating heights for flights over populated and other areas are applied
 - 3.11** Flight operating limitations for acrobatic flights and flights over public gatherings are complied with
 - 3.12** Flight operating requirements for take-off and landing during daylight hours are applied
- 4 Apply air service operations legislative requirements**
- 4.1** Passenger carriage legislative requirements are extracted from authorised references
 - 4.2** Cargo, floatation and survival equipment, dangerous goods and miscellaneous cargo carriage requirements are applied
 - 4.3** Legislative responsibilities and requirements of the pilot in command (PIC) are identified
 - 4.4** Legislative requirements of flight crew before and after flight duties are applied
- 5 Apply aerodrome and airspace knowledge**
- 5.1** Aerodrome movement areas, landing areas, helicopter landing site (HLS) and markings are identified
 - 5.2** Aerodrome operating procedures are applied to circuit operations
 - 5.3** Aerodrome meteorological minima is applied
 - 5.4** Classes of controlled and uncontrolled airspace are complied with
 - 5.5** Prohibited, restricted and danger (PRD) area flight operating conditions are applied
 - 5.6** Flight information and air traffic service area boundaries and limitations are identified and applied to aviation operations
 - 5.7** Altimetry datum and appropriate reference heights are calculated and applied to aviation operations
 - 5.8** Airspace documentation is identified and prescribed airspace requirements followed
 - 5.9** Air Defence Identification Zone (ADIZ) operating

- requirements, pilot interception actions and vested powers of the PIC are explained
- 6 Apply aviation emergency and search and rescue (SAR) knowledge**
- 6.1** Radio equipment testing and listening watch requirements are applied
 - 6.2** Aircraft navigation and landing light usage during emergency procedures is explained and applied
 - 6.3** Emergency incident and accident definitions and reporting requirements are outlined
 - 6.4** Mercy flight conditions and restrictions are outlined
 - 6.5** Flight incident and accident notification responsibilities of the PIC are identified
 - 6.6** Search and rescue time (SARTIME) is determined and applied to aviation operations
 - 6.7** Emergency procedure documents are identified and utilised during emergency and SAR operations

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 AVIY0009 Apply the principles of civil air law to aviation 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>

Assessment Requirements for AVIY0041 Apply the principles of civil air law to aviation operations

Modification History

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:

- applying air service operations legislative requirements
- applying aviation emergency and search and rescue (SAR) knowledge to aviation operations
- applying flight crew licensing requirements
- applying flight rules and conditions of flight to aviation operations
- applying relevant aeronautical knowledge
- compiling legislated aviation documentation
- extracting information from civil air law, aviation regulations, policies and procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs.

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:

- application of civil air law, aviation regulations, policies and procedures to aviation operations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations
- relevant sections of CASRs and Civil Aviation Orders pertaining to civil air law, regulations, policies and procedures.

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 must occur in workplace operational situations. Where this is not appropriate,

assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0044 Conduct a 2D instrument approach

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 conduct a 2D instrument approach in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for an approach, conducting the initial approach and conducting a holding pattern. It also includes conducting an approach and conducting a missed approach.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operations and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|------------------------------------|--|
| 1 Prepare for approach | 1.1 Latest available information for destination is reviewed |
| | 1.2 Navigation system validity check is conducted as required |
| | 1.3 Receiver autonomous integrity monitoring (RAIM) check is conducted as required |
| | 1.4 Flight plan is selected, loaded, checked and activated as required |
| | 1.5 Current approach chart for the approach to be flown is selected and briefed to flight crew |
| | 1.6 Navigation aid required for approach is checked and confirmed as serviceable |
| 2 Conduct initial approach | 2.1 Altimeter QNH is set correctly |
| | 2.2 Aircraft is manoeuvred to holding fix |
| 3 Conduct a holding pattern | 3.1 Holding pattern is entered and performed from holding fix |
| | 3.2 Aircraft is flown in accordance with relevant approach procedure requirements |
| 4 Conduct an approach | 4.1 Altimeter QNH is updated and set |
| | 4.2 Automation is used appropriately |
| | 4.3 Approach is performed correctly and within published tolerances |
| | 4.4 Navigation aid signal integrity is monitored during approach |
| | 4.5 Aircraft is flown to a stabilised descent profile from final approach fix to minima |
| | 4.6 Visual reference is established and a visual circling or runway approach conducted for a landing on the selected runway |
| 5 Conduct a missed approach | 5.1 Missed approach conditions are recognised and missed approach is initiated |
| | 5.2 Aircraft is manoeuvred to missed approach point |

(MAPt)

- 5.3 Missed approach procedure is conducted in accordance with the instrument approach and landing (IAL) chart
- 5.4 Obstacle clearance in instrument meteorological conditions (IMC) or simulated IMC is maintained

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 AVIY0013 Conduct a 2D instrument approach.

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>

Assessment Requirements for AVIY0044 Conduct a 2D instrument approach

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- required navigation performance (RNP)-lateral navigation (LNAV), area navigation (RNAV)/GNSS and RNP-LP (wide area augmentation system [WAAS]) as required determining 2D approach procedure applicable minima for aircraft
- determining conditions permitting descent below minima
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting 2D instrument approach procedure chart
- interpreting and following operational instructions and prioritising workload
- modifying activities depending on workplace contingencies, situations and environments
- monitoring aid signal integrity
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting approach and determining applicable minima

- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- conducting 2D instrument approach, including:
 - non-directional beacon (NDB)
 - very high frequency (VHF) omni-directional range (VOR) and localiser (LOC)
 - distance measuring equipment (DME)/global navigation satellite system (GNSS) global positioning satellite system arrival (DGA)
- abnormal operations and emergency procedures for an approach, including navigation aid failure
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- cause and magnitude of typical GNSS errors
- conditions required to transition to and operate in that mode of operation for the GNSS/non-precision approach (NPA) and the associated course deviation indicator (CDI) sensitivity and receiver autonomous integrity monitoring (RAIM) protection provided
- effect of each type of RAIM prediction on operational requirements
- effects of availability or otherwise of barometric altimeter-aiding on RAIM availability and prediction
- effects of satellite unserviceability on reliability of each type of prediction
- factors that adversely affect the conduct of a GNSS/NPA, and suitable pilot procedures to minimise such effects
- GNSS operating procedures for navigation tasks
- GNSS operational and serviceability checks
- GNSS system fundamentals and principles of operations
- GNSS warnings and messages
- human factors limitations associated with using GNSS equipment
- instrument approach procedures and limitations
- loss of radio communication during an approach procedure
- minimum obstacle clearance criteria during approach procedure and missed approach procedure
- missed approach procedure for an approach
- mode of operation required during each segment of a GNSS/NPA
- operating procedures for GNSS equipment that reduce or eliminate errors
- operating procedures that provide safeguards against GNSS navigational errors
- operational requirements that apply to planning a flight on the basis of conducting a RNAV/GNSS procedure at the destination

- parameters applicable to RAIM warnings in en route, terminal and approach modes
- prediction limitations that apply to availability of approach RAIM at the destination or alternate aerodrome
- procedure for joining the circuit from an approach procedure
- radio procedures during an approach
- requirements applicable to pilots and equipment for GNSS operations
- sector entry joining procedures for entering a holding pattern
- tracking tolerance and altitude limitations for flying the published approach procedure
- tracking tolerances, automatic way-point sequencing, CDI sensitivity and RAIM availability parameters for entry, RAIM availability and approach segments.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0045 Conduct a 3D instrument approach

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 conduct a 3D instrument approach in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for an approach, conducting the initial approach and conducting a holding pattern. It also includes conducting an approach and conducting a missed approach.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operations and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|------------------------------------|--|
| 1 Prepare for approach | 1.1 Latest available information for destination is reviewed |
| | 1.2 Navigation system validity check is conducted as applicable |
| | 1.3 Receiver autonomous integrity monitoring (RAIM)/satellite-based augmentation system (SBAS) check is conducted as required |
| | 1.4 Flight plan is selected, loaded, checked and activated as applicable |
| | 1.5 Current approach chart for approach to be flown is selected and briefed |
| | 1.6 Navigation aid required for approach is checked and confirmed as serviceable |
| 2 Conduct initial approach | 2.1 Altimeter QNH is set correctly |
| | 2.2 Aircraft is manoeuvred to the holding fix |
| 3 Conduct a holding pattern | 3.1 Holding pattern is entered and performed from the holding fix |
| | 3.2 Aircraft is flown in accordance with relevant approach procedure requirements |
| 4 Conduct an approach | 4.1 Altimeter QNH is updated and set |
| | 4.2 Automation is used appropriately |
| | 4.3 Navigation aid signal integrity is monitored during approach |
| | 4.4 Vertical and lateral flight path is flown within published tolerances |
| | 4.5 Specified altitude check on glide slope is performed |
| | 4.6 Aircraft is flown to a stabilised descent profile from the final approach fix to minima |
| | 4.7 Visual reference is established and a visual circling or runway approach conducted for a landing on the selected runway |
| 5 Conduct a missed | 5.1 Missed approach conditions are recognised and missed |

approach

approach is initiated

- 5.2 Aircraft is manoeuvred to the missed approach point (MAPt)
- 5.3 Missed approach procedure is conducted in accordance with the instrument approach and landing (IAL) chart
- 5.4 Obstacle clearance in instrument meteorological conditions (IMC) or simulated IMC is maintained

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 AVIY0014 Conduct a 3D instrument approach.

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>

Assessment Requirements for AVIY0045 Conduct a 3D instrument approach

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining 3D approach procedure applicable minima for aircraft
- determining conditions permitting descent below minima
- identifying and correctly using equipment required to conduct a 3D instrument approach
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting 3D instrument approach procedure chart
- modifying activities depending on workplace contingencies, situations and environments
- monitoring aid signal integrity
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- selecting approach and determining applicable minima
- setting local or area QNH at appropriate stages of flight
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- conducting 3D instrument approach, including:
 - instrument landing system (ILS)
 - microwave landing system (MLS)
 - global navigation satellite system (GNSS) with ground-based augmentation (GBA)
 - required navigation performance (RNP)-lateral navigation (LNAV)/vertical navigation (VNAV) barometric (baro) and RNP localizer performance with vertical guidance (LPV) (Wide Area Augmentation System [WAAS]) as required
- abnormal operations and emergencies procedures during an approach, including navigation aid failure
- adjustment to baro-determined minima for temperature effect
- automation and flight management system (FMS) management for low-visibility operations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- contaminated runway operations
- equipment redundancy during low-visibility operations
- low-visibility operations and environmental limitations
- runway markings and lighting
- runway visual range (RVR) versus slant visual range (SVR)
- temperature effects on altimeter
- types of approach lighting systems
- use of and precautions with approach slope indicators.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0046 Execute advanced aeroplane manoeuvres and procedures

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 execute advanced aeroplane manoeuvres and procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes turning the aeroplane steeply, sideslipping, and executing short take-off and landing procedures. It also includes entering and recovering from stall conditions and recovering from an incipient spin.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and ground 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 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

Y – Aircraft Operation and Traffic 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 Turn aeroplane steeply | <p>1.1 Pre-manoeuve checks for steep turning are performed</p> <p>1.2 Flightpath is cleared before and during turn</p> <p>1.3 Steep level turn of nominated bank angle is achieved without altitude change to nominated heading</p> <p>1.4 Descending turn of nominated bank angle is achieved to nominated heading</p> <p>1.5 Awareness of higher stall speed in turns is applied</p> <p>1.6 Aeroplane operating limits are not exceeded</p> |
| 2 Sideslip aeroplane | <p>2.1 Yaw is induced to achieve increased rate of descent while maintaining track and airspeed</p> <p>2.2 Recovery from sideslip is achieved and aeroplane is returned to balanced flight</p> <p>2.3 Flightpath is cleared before and during manoeuvre</p> <p>2.4 Glide speed is maintained</p> |
| 3 Execute short take-off | <p>3.1 Take-off performance is calculated in accordance with performance chart</p> <p>3.2 Pre-take-off, line-up and after take-off checks are performed in accordance with approved checklist and regulatory requirements</p> <p>3.3 Aeroplane is lined up to enable use of maximum runway length</p> <p>3.4 Short take-off technique is applied in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH) requirements</p> <p>3.5 Separation with other traffic is maintained</p> <p>3.6 Appropriate allowance is made for surface and wind conditions</p> |

- | | | |
|---------------------------------------|------------|---|
| 4 Execute short landing | 4.1 | Landing performance is calculated in accordance with performance chart |
| | 4.2 | Aeroplane is landed at nominated touchdown point using appropriate techniques and procedures in accordance with AFM/POH requirements |
| | 4.3 | Separation with other traffic is maintained |
| | 4.4 | Appropriate allowance is made for surface and wind conditions |
| | 4.5 | After-landing checks are performed in accordance with approved checklist and regulatory requirements |
| 5 Enter and recover from stall | 5.1 | Pre-manoeuve checks for stalling are performed |
| | 5.2 | Stall signs and symptoms are recognised |
| | 5.3 | Aeroplane is controlled by applying required pitch, roll and yaw inputs as appropriate in a smooth, coordinated manner, and aeroplane is accurately trimmed to enter and recover from stall conditions |
| | 5.4 | Stall recovery in simulated partial and complete engine failure configurations is initiated and completed using established stall recovery techniques |
| 6 Recover from incipient spin | 6.1 | Pre-manoeuve checks for an incipient spin are performed |
| | 6.2 | Incipient spin signs and symptoms are recognised |
| | 6.3 | Aeroplane is controlled during spin manoeuvres by applying required pitch, roll and yaw inputs as appropriate in a smooth, coordinated manner, to enter and recover from spin conditions during straight and level flight, climbing and turning |
| | 6.4 | Spin recovery is initiated and completed using established incipient spin recovery techniques |

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 AVIY0018 Execute advanced aeroplane manoeuvres and procedures.

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>

Assessment Requirements for AVIY0046 Execute advanced aeroplane manoeuvres and procedures

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when executing advanced aeroplane manoeuvres and procedures
- compensating for the secondary effects of controls
- completing relevant documentation
- conducting short take-offs and landings
- conducting steep turns, including:
 - straight and level
 - descending
- entering and recovering from stall conditions, including:
 - incipient stall
 - stall with full power
 - stall without power applied
- conducting stall during:
 - straight and level flight
 - climbing
 - descending
 - approach to land configuration
 - turning
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising workload
- maintaining compliance with regulatory requirements

- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring functions of fuel systems
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing pre-manoevre checks in accordance with regulatory requirements and manufacturer procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising flight situations that may require advanced manoeuvres and procedures, and applying the necessary techniques
- recognising single-engine incipient spin conditions
- recovering from single-engine incipient spins, including:
 - straight and level
 - climbing turning
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sideslipping an aeroplane including:
 - straight sideslip
 - sideslipping turn
 - recovery actions
- using instruments to monitor aeroplane performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodynamic and aeroplane operational considerations related to slow flight, sideslipping, stalling, spinning, steep turns, upset aeroplane states, including:
 - symptoms of approach to stall and throughout the stall, manoeuvre until recovery
 - relationship between angle of attack and stall
 - effects of weight, 'g' force and angle of attack
- dangers of unbalanced flight
- principle of stick and control and the point of stall
- priority given to reduce angle of attack during stall manoeuvres
- loss of height in relation to available height and energy state

- technique of converting excess speed to height
- technique of converting excess height to speed
- symmetrical and rolling 'g' force limitations
- higher stall speeds when aeroplane is turning
- effects on fuel, pitot and flap systems
- application of pre-maneuvre checks in accordance with regulatory requirements and manufacturers procedures
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- contents of the aircraft flight manual (AFM)/pilot's operating handbook (POH)
- day visual flight rules (VFR) criteria
- effects of 'g' forces
- effects of a sideslip on aeroplane performance
- effects of maximum rate and minimum radius turns
- effects of sideslipping on aeroplane on fuel, pitot and flap systems
- environmental conditions that represent visual meteorological conditions (VMC)
- functions and effects of all aeroplane controls
- ground hazards associated with minimum ground roll operations
- hazards of unbalanced flight
- in a Defence context, relevant Defence Orders and Instructions
- increased induced drag during a steep turn
- increased stalling speed in a steep turn
- local and published noise abatement requirements and curfews
- operational circumstances where steep turns are required
- principles of aerodynamics
- procedures and techniques for short take-offs and landings
- procedures and techniques for sideslipping an aeroplane
- procedures and techniques for turning an aeroplane steeply
- procedures for recovering from stalls and spins
- procedures for short take-offs and landings
- recognising stall and incipient spin conditions
- relevant sections of aeronautical information package (AIP)
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- take-off and landing performance chart calculations
- windsock and other indicators used to determine wind velocity.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0047 Manage abnormal aeroplane flight situations

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 abnormal aeroplane flight situations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing engine failure after take-off, performing forced landings following engine failure, conducting precautionary search and landing, and managing on-board abnormal and emergency situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Manage engine failure after take-off

- 1.1 Abnormal or failed engine indications are correctly identified
- 1.2 Control of aeroplane is maintained during emergency response procedures
- 1.3 Immediate actions are performed in accordance with pilot's operating handbook (POH)
- 1.4 Landing area within gliding distance is selected and emergency procedures performed in accordance with aircraft flight manual (AFM)/POH
- 1.5 Flight profile is flown, from which a controlled landing could be achieved
- 1.6 Air traffic services or other agencies capable of providing assistance are advised of situation and intentions

2 Perform forced landing following engine failure

- 2.1 Partial or complete engine failure condition is correctly recognised and appropriate emergency response identified
- 2.2 Control of aeroplane is maintained during emergency response procedures
- 2.3 Immediate actions are performed in accordance with POH
- 2.4 Recovery plan is formulated and explained, most suitable landing area within gliding distance selected and aeroplane manoeuvred to nominated landing area
- 2.5 Consideration is given to restarting engine as required, and engine is restarted as required
- 2.6 Optimal gliding flight profile is selected and flown, from which a controlled landing could be achieved
- 2.7 Air traffic services or other agencies capable of providing assistance are advised of situation and intentions
- 2.8 Passengers and/or flight crew members are updated on flight situation and are advised to adopt emergency

- positions, time permitting
- 2.9** Aeroplane is landed ensuring safest outcome if engine restart is not achieved
- 3 Conduct precautionary search and landing**
- 3.1** Flight circumstances are assessed and appropriate decision to perform a precautionary landing is made
- 3.2** Intentions are communicated to other traffic or agencies as required
- 3.3** Aeroplane is configured for inspection flight profile
- 3.4** Landing area is selected and inspected for approach, landing distance, surface and obstacle clearance to ensure aeroplane can be landed safely
- 3.5** Passengers and/or flight crew members are updated on flight situation and are advised to adopt emergency positions, time permitting
- 3.6** Aeroplane is landed and secured and passengers managed as required
- 4 Manage on-board abnormal and emergency situations**
- 4.1** Control of aeroplane is maintained during emergency response procedures
- 4.2** Abnormal and emergency situations are correctly identified and managed in accordance with relevant emergency procedures and regulatory requirements
- 4.3** Appropriate emergency procedures are followed in accordance with AFM/POH and published procedures while maintaining control of aeroplane
- 4.4** Requirement for emergency evacuation of aeroplane is identified
- 4.5** Emergency evacuation of aeroplane is executed as required

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 AVIY0019 Manage abnormal aeroplane flight situations.

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>

Assessment Requirements for AVIY0047 Manage abnormal aeroplane flight situations

Modification History

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 awareness of appropriate forced landing areas in aerodrome environments
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others, including when using radio
- compensating for the secondary effects of controls
- completing documentation related to abnormal aeroplane flight situations
- conducting flight with unreliable airspeed indications
- conducting precautionary search and landing
- ensuring compliance with relevant emergency procedures and regulatory requirements
- executing simulated emergency evacuation plans
- identifying aeroplane emergency evacuation conditions
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising workload
- managing engine failure after take-off
- managing on-board abnormal and emergency situations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating aeroplane within its limitations and achieving optimum performance
- operating electronic communications equipment to required protocol
- performing forced landings following engine failure, including:
 - complete engine failure (simulated)
 - partial engine failure (simulated)
- performing various flight control functions simultaneously as required

- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising situations that may require a precautionary landing
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment in abnormal aeroplane flight situations
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor aeroplane performance
- working collaboratively with others when managing abnormal aeroplane flight situations
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- action planning processes
- action required in an engine failure in flight, other than after take-off
- actions to be conducted following a forced landing
- aircraft performance in a glide (straight and turning)
- applicable engine failure and abnormal situation checklist items
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- causes leading to precautionary landings
- contents of flight manual and pilot's operating handbook (POH)
- controllability checks and external inspection procedures
- ditching procedures when specified in the aircraft flight manual (AFM), POH or company operations manual
- effects of partial engine failure on aeroplane performance with respect to straight and level flight and turning while maintaining level flight
- effects of partial engine power on performance, flight profile, range and landing options
- emergency radio procedures
- engine failure scenarios and procedures for partial and complete power loss
- factors affecting a stall
- factors to be considered when deciding whether to land immediately or proceed to a more suitable landing area after a partial engine failure
- forced landing scenarios and procedures
- functions and effects of all aeroplane controls
- hazard of sideslip at low altitude
- hazards associated with flying operations at low level

- hazards associated with turning an aeroplane at slow speed using large angles of bank while maintaining level flight following a partial engine failure after take-off
- height loss while gliding, including minimum height to achieve safe turns towards selected landing area
- in a Defence context, relevant Defence Orders and Instructions
- judging descent profiles in various configurations
- operation of safety/survival/life support equipment applicable to aeroplane type
- passenger control and briefing procedures for abnormal and emergency situations
- poor visibility configuration
- potential dangers of unbalanced flight at slow speed
- practical action plans for use in an engine failure after take-off
- pre-abandonment/emergency evacuation checks
- principles of aerodynamics
- prioritising activities during emergencies and non-normal situations
- relevant sections of aeronautical information package (AIP) related to abnormal and emergency flight situations
- relevant sections of CASRs and Civil Aviation Orders related to abnormal and emergency flight situations
- relevant sections of En Route Supplement Australia (ERSA) related to abnormal and emergency flight situations
- relevant WHS and environmental procedures and regulations
- suitable fields for forced landings and precautionary landings
- survival techniques following an emergency evacuation
- visual meteorological conditions (VMC).

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0048 Taxi helicopter

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 taxi a helicopter in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes performing air taxiing manoeuvres and air transiting manoeuvres.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Perform air taxiing manoeuvres**
 - 1.1** Helicopter is manoeuvred over the ground on a prescribed track at constant height associated with ground effect, and speed is adjusted to suit helicopter type, surface conditions, congestion, maintenance of control and to avoid collision with obstacles or other aircraft
 - 1.2** Awareness of adverse effects of rotor downwash on surrounding aircraft, people, objects and environment is maintained
 - 1.3** Engine and rotor speed (revolutions per minute (RPM)/recommended revolutions per minute (RRPM)) are managed within normal operating limits
- 2 Perform air transiting manoeuvres**
 - 2.1** Helicopter is manoeuvred, while allowing for prevailing conditions, over a prescribed track within aerodrome boundaries that is clear of obstacles at a height not above 100 feet (ft) above ground level (AGL) at airspeeds greater than speeds used for air taxiing
 - 2.2** Helicopter performance is considered throughout air transit manoeuvres
 - 2.3** Awareness of adverse effects of rotor downwash on surrounding aircraft, people, objects and environment is maintained
 - 2.4** Instruments, switches or devices are manipulated when safe to do so, including when the release of the collective pitch level is required, while maintaining height, heading, speed, and attitude and not exceeding RPM or power limits
 - 2.5** Air transit ground speed is adjusted to suit helicopter type, traffic conditions, congestion, and maintaining control, and to avoid collision with obstacles or other aircraft
 - 2.6** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
 - 2.7** Appropriate risk management is applied during air transit manoeuvres

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 AVIY0020 Taxi helicopter.

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>

Assessment Requirements for AVIY0048 Taxi helicopter

Modification History

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 air safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when taxiing helicopter
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and applying air traffic control instructions
- interpreting/using a helicopter manufacturer height-velocity diagram/graph
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor helicopter performance
- working collaboratively with others when taxiing helicopter
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- adverse effects of rotor wash
- aerodrome and helicopter landing site markings and their meanings
- application of a height/velocity diagram/graph
- basic principles of aerodynamics
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- causes and effects of ground resonance and related action that should be taken
- causes and effects of loss of tail rotor effectiveness and related action that should be taken
- effects of rotor wash and related precautions that should be taken
- functions and effects of all helicopter controls
- ground resonance and action to be taken when it occurs
- hazards and risks associated with conducting air taxi and air transit manoeuvres, and precautions for controlling the risks
- height-velocity diagram
- helicopter braking and steering systems
- light and marshalling signals relevant to helicopter operations
- local air traffic control (ATC) procedures and instructions
- loss of tail rotor effectiveness and action to be taken when it occurs
- problems that may occur when taxiing a helicopter and appropriate action that should be taken in each case
- purpose and functions of helicopter systems
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- taxiway and runway markings.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0049 Operate helicopter at low level

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 operate a helicopter at low level in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning low-level operations, manoeuvring a helicopter at low level and performing quick stop manoeuvres. It also includes executing reversal turns, executing a forced landing from below 200 feet (ft) above ground level (AGL), and operating at low level in hilly terrain.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Plan low-level operations

- 1.1** Requirement to operate at low level is identified and justified in accordance with workplace procedures and regulatory requirements
- 1.2** Low-level operational hazards are identified, evaluated and risk managed, and appropriate decision is made concerning the safe conduct of these operations
- 1.3** Aircraft type and performance is assessed as appropriate for low-level operations
- 1.4** Consultation with all relevant stakeholders involved in a low-level operation is completed to confirm task/operating requirements
- 1.5** Pre-flight inspection is correctly performed, and aircraft serviceability type and performance are determined as appropriate for the task
- 1.6** Actual and forecast weather conditions are analysed for effects on low-level operations
- 1.7** Area of low-level operations is identified using chart and geographical features, including the boundary where low flying may commence, and normal flight altitude is required
- 1.8** Action plans for the operation are formulated to ensure safe and effective operation of a helicopter at low level
- 1.9** Unplanned manoeuvres are avoided
- 1.10** Compliance is maintained with air traffic control (ATC) instructions, regulatory and reporting requirements

2 Manoeuvre helicopter at low level

- 2.1** Low-level flight manoeuvres are performed safely using pre-planned manoeuvres at planned altitudes
- 2.2** Effects of wind velocity, false horizons, rising ground and mountainous terrain are managed, and control of helicopter is correctly maintained
- 2.3** Visual attention is focused outside the cockpit
- 2.4** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and/or

terrain

- 2.5 Natural horizon is used as primary attitude reference
 - 2.6 Nose of aircraft is cleared to ensure forward visibility when appropriate
 - 2.7 Situational awareness is maintained at all times during low-level manoeuvres
 - 2.8 Helicopter is safely manoeuvred adjacent to power lines and wires
 - 2.9 All obstacles are identified and appropriately and safely avoided
 - 2.10 Personnel, animals, vehicles and buildings are identified and appropriately and safely avoided
 - 2.11 Height is maintained by visual reference to earth's surface when below 500 ft above ground level (AGL)
 - 2.12 Weather conditions are monitored and appropriate responses made
 - 2.13 Fuel status is monitored and appropriate responses made
 - 2.14 Local and published noise abatement requirements and curfews are observed
- 3 Perform quick stop manoeuvre**
- 3.1 Deceleration of helicopter from forward flight is initiated into wind, maintaining height to terminate to the hover at nominated hover point
 - 3.2 Aircraft is turned and decelerated or decelerated and turned, maintaining height by controlled action, to terminate to the hover at nominated hover point, into wind
 - 3.3 Deceleration/acceleration manoeuvres are conducted within the time and distance limitations specified while maintaining a constant height above the surface
 - 3.4 Wind velocity is estimated and is appropriately taken into account in manoeuvres
 - 3.5 Helicopter inertia is anticipated and appropriate allowance made in manoeuvres
 - 3.6 Situation awareness is maintained at all times during a

- quick stop manoeuvre
- 3.7** Obstructions are identified, and are appropriately and safely avoided
- 4 Execute forced landing from 200 ft AGL**
- 4.1** Emergency situations requiring a forced landing are identified
- 4.2** Appropriate immediate actions are performed
- 4.3** Landing area within autorotative distance is selected and appropriate action plan is formulated
- 4.4** Emergency procedures are performed
- 4.5** Emergency radio messages of intentions are transmitted
- 4.6** Helicopter is landed and shut down as required
- 5 Operate at low level in hilly terrain**
- 5.1** Helicopter is safely manoeuvred at low level in hilly terrain
- 5.2** Safe operating heights relevant to low-level operation type are established and maintained
- 5.3** Terrain flight following techniques are applied during low-level operations
- 5.4** Appropriate geographical features and markers are identified and selected to aid situational awareness
- 5.5** Rising and falling ground/terrain is identified and approached using safe flying techniques, including identifying abort points and escape routes
- 5.6** Effects of wind and turbulence in hilly terrain, including lee effects, are identified and managed
- 5.7** Spatial disorientation factors relevant to low-level operations are identified and applied to low-level manoeuvres

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 AVIY0021 Operate helicopter at low level.

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>

Assessment Requirements for AVIY0049 Operate helicopter at low level

Modification History

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 awareness of wind effect in the vicinity of obstructions, mountainous terrain and illusions
- applying correct navigation techniques and procedures at low level
- applying knowledge of the effect of false horizons
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- complying with airspace requirements and procedures
- conducting procedure turns from a fixed ground reference point
- flying at various speed and configurations not below safe single-engine speed (+15 knots-indicated air speed (KIAS) for multi-engine aircraft)
- identifying and avoiding power lines and wires by a minimum of 15 feet (ft) when crossing overhead
- identifying and correctly using relevant equipment
- identifying and justifying a decision to operate a helicopter at low level
- identifying escape routes and rising ground
- identifying poles, cross trees, wires and insulators to assist power line and wire location
- identifying the requirement to operate in the vicinity of power lines and wires and assessing associated risk
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining a constant altitude over featureless terrain or water
- managing the aircraft energy state, including:
 - identifying high kinetic energy situations

- identifying low kinetic energy situations
- identifying high potential energy situations
- identifying low potential energy situations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- navigating to a predetermined destination at altitude below 500 ft above ground level (AGL)
- operating adjacent to power lines and wires
- operating electronic communications equipment to required protocol
- performing flight at various speed and configurations
- performing low-level circuit and landing
- performing quick stop manoeuvres, including:
 - into wind entry
 - downwind entry
- performing straight flight
- performing turns at various bank angles up to 60° angle of bank at normal cruise speed
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising and controlling the illusion of slipping and skidding during turns close to the ground
- recognising and managing the impact of sun glare on increased risk of collision with obstacles
- recognising the effect of rising and descending terrain on aircraft performance
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor helicopter performance when operating a helicopter at low level
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- air traffic requirements
- application of the height/velocity diagram/graph
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to low level helicopter operations
- critical operational conditions, including retreating blade stall, vortex ring, overpitching, loss

- of anti-torque effectiveness and negative g effects
- effect of aircraft inertia at low level
- effect of wind velocity on low-level operations
- effects of illusions
- flight rules and legislation related to low-level ratings
- functions and effects of all helicopter controls, including rotor revolutions per minute (RPM)/recommended revolutions per minute (RRPM) management (governors) and engine acceleration response
- human factors during low-level operations, including:
 - dehydration
 - fatigue
 - stress and short/long-term impacts
 - drugs impact
 - spatial disorientation and illusions
- local air traffic control (ATC) procedures and instructions
- low-level operational techniques
- maximum rate and minimum rate turn criteria
- meteorological factors affecting helicopter flight performance during low-level flight
- obstruction avoidance techniques
- operational inspections
- operations on, or in vicinity of, non-controlled and controlled aerodromes or airstrips, including:
 - aerial inspections
- planning and aviation risk management processes
- pre-flight and after-flight inspections
- problems that may occur when operating a helicopter at low level and appropriate action that should be taken in each case
- procedures for using performance charts
- purpose and functions of helicopter systems
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- safety hazards and risks of low-level helicopter operations and precautions for controlling risks
- terrain following techniques
- use of escape routes and rising ground
- weather effects on low-level operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0050 Perform instrument arrival and standard arrival route procedures

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 perform instrument arrival and standard arrival route (STAR) procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for instrument meteorological conditions (IMC) arrival, conducting IMC arrival to instrument approach point, and conducting IMC arrival using a STAR.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Prepare for IMC arrival | <p>1.1 Applicable aerodrome weather, airfield conditions and traffic information are obtained and applied</p> <p>1.2 Descent/approach checks and briefs are completed</p> <p>1.3 Approach and landing configurations are established appropriate for the runway and meteorological condition</p> |
| 2 Conduct IMC arrival to instrument approach point | <p>2.1 Ground track is maintained to ensure subsequent instrument approach or traffic pattern can be flown, taking into account any obstructions and air traffic control (ATC) instructions</p> <p>2.2 Obstacle clearance minima are maintained in accordance with aeronautical information publication (AIP) and/or ATC instructions</p> <p>2.3 Existing wind conditions are verified making corrections for drift to maintain a precise ground track</p> <p>2.4 Stabilised approach is maintained within specified airspeed and rate of descent tolerances</p> <p>2.5 Approach point is intercepted in accordance with AIP requirements for commencing selected instrument approach</p> |
| 3 Conduct IMC arrival using a STAR | <p>3.1 Current chart for STAR to be flown is selected and navigation systems are configured</p> <p>3.2 Approach applicable to runway being used for landing is correctly executed</p> <p>3.3 Aircraft is correctly manoeuvred from an inbound route to a fix at or near the destination aerodrome, using navigation aids and transition to an approach as instructed by ATC</p> <p>3.4 Obstacle clearance minima are maintained in accordance with AIP and/or ATC instructions</p> <p>3.5 Aircraft is manoeuvred within tolerance specified in AIP</p> <p>3.6 ATC instructions amending STAR procedure are correctly implemented</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIY0022 Perform instrument arrival and standard arrival route procedures.

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>

Assessment Requirements for AVIY0050 Perform instrument arrival and standard arrival route procedures

Modification History

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)
- adjusting for deviation in aircraft vertical profile
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting standard arrival route (STAR) charts
- manipulating flight management system (FMS)/navigation (NAV) system data
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self, or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- applicable instrument approach procedure or visual approach at end of STAR
- applicable instrument approach procedure or visual approach at end of an instrument arrival
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- how to read and interpret a STAR chart
- instrument arrival procedures and limitations
- instrument arrival radio procedures
- loss of radio communication during an instrument arrival
- loss of radio communication during STAR
- methodologies for input, monitoring and amending FMS/NAV system data
- pilot responsibilities during instrument arrival
- pilot responsibilities when STAR clearance is given or cancelled
- procedures for abnormal operations and/or emergencies during an instrument arrival, including navigation aid failure
- procedures for abnormal operations and/or emergencies during STAR, including navigation aid failure
- STAR procedures and limitations
- STAR radio procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0051 Conduct helicopter landing site and unprepared helicopter landing site operations

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to conduct helicopter landing site (HLS) and unprepared helicopter landing site (UHLS) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for and conducting HLS/UHLS operations.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) for aircraft operational 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 under limited or no 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for HLS/UHLS operations

- 1.1 Helicopter cabin and/or mission equipment is configured for HLS/UHLS operations
- 1.2 Helicopter flight performance calculations are assessed to meet operational requirements
- 1.3 Weather conditions in operating environment are identified and effects on mission are considered and communicated to other crew members
- 1.4 Visual or map reconnaissance of HLS/UHLS is conducted
- 1.5 In-flight crew briefing is conducted and applicable crew resource management (CRM) and human factor concerns are addressed
- 1.6 Operational requirements are considered and concerns about completing the operation are raised to other crew members
- 1.7 Safety hazards are identified and reported to other flight crew members
- 1.8 Appropriate hazard mitigation strategies are determined and implemented in conjunction with other flight crew members

2 Conduct HLS/UHLS operations

- 2.1 Helicopter position in relation to HLS/UHLS is assessed and information is communicated to other flight crew members to meet operational standards
- 2.2 Obstacles are identified and relative aircraft position is communicated to crew members to maintain situational awareness
- 2.3 Abnormal and emergency situations are identified and communicated to crew to maintain safety of flight

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 AVIY3052 Conduct helicopter landing site and unprepared helicopter landing site 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>

Assessment Requirements for AVIY0051 Conduct helicopter landing site and unprepared helicopter landing site operations

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics 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, performance criteria and range of conditions on at least one occasion and include:

- assessing helicopter flight performance calculations
- applying risk management principles and initiating required actions to identify, minimise, control or eliminate identified hazards
- communicating adjustments to aircraft flight profile to applicable/responsible flight crew member as required in an efficient and effective manner
- communicating, collaborating and interacting effectively with others
- completing relevant documentation
- identifying and assessing vertical, horizontal and relative spatial distances in relation to the aircraft fuselage, rotor system, mission and/or operational stores and equipment, with regard to potential obstacles to the safety of flight
- identifying and using required communications technology
- identifying hazardous and/or dangerous situations that pose risks to safety of flight and personnel
- implementing contingency plans
- interpreting and following aircraft documentation
- interpreting and following operational instructions and prioritising work
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- planning own work including predicting consequences and identifying improvements
- reacting appropriately to avoid hazardous situations and/or dangerous situations that pose risks to safety of flight and personnel
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- flight performance calculations, including:
 - aircraft configuration
 - aircraft weight
 - engine power
 - environmental conditions
 - fuel
 - speed
- aviation risk management processes
- helicopter positions considerations, including:
 - aircraft lateral drift during hover sequences
 - altitude
 - heading/yaw orientation
 - rate of closure (relative speed)
 - rate of descent or climb (relative speed)
 - rate of turn related to flight obstacles
- helicopter landing site (HLS)/unprepared helicopter landing site (UHLS) operating environment, including:
 - over land or over sea
 - prepared or unprepared rotary wing aircraft landing sites
 - urban, rural, mountainous, desert and wilderness operational environments
- operational requirements, including:
 - emergency medical services (EMS)/search and rescue (SAR) task and mission support
 - fire-fighting operations
 - formation flight by day/night
 - hoisting
 - internal/external load lift missions
 - maritime support tasking
 - media operations
 - VIP and general passenger transport
- communication procedures and terminologies applicable to conduct HLS/UHLS operations
- helicopter capabilities and limitations
- helicopter dimensions
- helicopter power and performance data factors

- HLS/UHLS operational and safety procedures
- abnormal and emergency situations, including:
 - abnormal or emergency situations related to aircraft, crew or mission factors
 - aircraft fuselage or rotor system obstacle strike
 - aircraft system malfunction or failure
 - bird/bat strike
 - degraded or loss of situational awareness
 - degraded/restricted visibility due to meteorological effect
 - ineffective crew resource management
 - loss of internal/external aircraft communications
 - loss of situational awareness, internal and external to the aircraft
 - personal equipment failure
- procedures for operating electronic communications equipment and required protocol
- safety hazards and obstacles, including:
 - aircraft system malfunction and/or failure
 - ambient light (sun/moon position)
 - cultural lighting
 - fuselage strike
 - HLS/UHLS area surface conditions
 - maritime environment, including sea state, vessels and weather
 - moon luminance
 - other aircraft
 - personnel within the vicinity of HLS/UHLS operations
 - rotor blade strike
 - urban environment structures, both man-made and natural edifices
 - rural environment elements, including man-made structures, terrain and wildlife
 - undetected proximity to ground obstacles
 - wilderness environment including vegetation, terrain and wildlife
- relevant work health and safety (WHS) and environmental protection procedures and guidelines.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

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.

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 personal protective equipment (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>

AVIY0052 Control remote pilot aircraft systems on the ground

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to control remote pilot aircraft systems (RPAS) on the ground in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes starting an engine, taxiing and/or positioning the RPAS, and performing an RPAS shutdown.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to RPAS operational duties of flight crew and ground 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 within a single-pilot or multi-crew RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Start engine

1.1 Pre-start and after-start checks are completed in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)

1.2 RPAS is positioned to ensure safety when starting engine

1.3 Manufacturer limitations and report deviations are complied with as required

1.4 Engine/s are started in accordance with AFM/POH

1.5 Emergencies are managed in accordance with AFM/POH and regulatory requirements

2 Taxi and/or position RPAS

2.1 Automatic terminal information service (ATIS) reports and taxi clearance are obtained as required

2.2 RPAS is taxied at a safe speed and in accordance with prevailing location, traffic, surface and weather conditions

2.3 Instrument checks are performed clear of conflicting traffic and other hazards to confirm serviceability

2.4 Handling and braking on ground is in accordance with AFM/POH

2.5 Airfield markings/lights/signals/indicators are interpreted and complied with as required

2.6 Lookout and right-of-way rules are complied with as required

2.7 Adverse effects on other aircraft, facilities and personnel are avoided

2.8 Inspection of taxi path is carried out when surface conditions are obscured as required

2.9 RPAS (and launch system) is positioned in accordance with launch point requirements and applicable safety precautions

3 Perform RPAS shutdown

3.1 Pre-and post-shutdown checks are completed in accordance with AFM/POH

3.2 Engine is shut down in accordance with AFM/POH

- 3.3** Required documentation is completed 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIY3073 Control remote pilot aircraft systems on the ground.

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>

Assessment Requirements for AVIY0052 Control remote pilot aircraft systems on the ground

Modification History

Release 1. This is the first release of this qualification in the TLI Transport and Logistics 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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- complying with regulatory requirements and local air traffic control (ATC) instructions
- controlling and managing remote pilot aircraft systems (RPAS) taxi emergencies
- controlling RPAS on the ground in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and communicating operational information
- interpreting and following operational instructions and prioritising work
- manoeuvring RPAS on the ground without incident
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing various on-ground functions simultaneously as required
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- using instruments to monitor aircraft taxi performance

- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- aeronautical decision-making processes
- airfield markings, indicators and lights
- automatic terminal information service (ATIS) reports
- effective communication
- error management, including error types, causes and consequences
- fatigue risk management
- human performance and its limitations, including the senses, memory and situational awareness
- in a Defence context, relevant Defence Orders and Instructions
- on-ground control procedures
- relevant aircraft/equipment type characteristics
- relevant sections of AFM/POH
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- stress, workload and time pressure management
- taxi clearance information
- weather information.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0053 Manage remote pilot aircraft systems energy source requirements

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 remote pilot aircraft systems (RPAS) energy source requirements in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning energy source requirements, managing energy source system, and refuelling and recharging the RPAS.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and ground personnel and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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 RPAS environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Plan energy source requirements | <p>1.1 Total en route and reserve energy source requirements are calculated and determined in accordance with RPAS type-specific requirements</p> <p>1.2 Adjusted allowances are made for possible abnormal or emergency situations</p> <p>1.3 Energy source calculations are documented in accordance with workplace procedures</p> |
| 2 Manage energy source system | <p>2.1 Energy source contents and quality are inspected and confirmed before launch</p> <p>2.2 RPAS is configured to achieve desired profile, range or endurance status</p> <p>2.3 Potential hazards are anticipated and relevant controls implemented</p> <p>2.4 Energy source system is operated in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)</p> <p>2.5 RPAS endurance and energy source status is monitored throughout flight and is modified appropriately as circumstances change</p> <p>2.6 Work health and safety (WHS) procedures are followed at all times when carrying out energy source management procedures</p> |
| 3 Refuel/recharge RPAS | <p>3.1 Appropriate precautions are undertaken to ensure the safety of personnel and property during refuelling/recharging operations</p> <p>3.2 RPAS is correctly refuelled/recharged in accordance with AFM/POH, WHS requirements, regulatory requirements and workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIY3078 Manage remote pilot aircraft systems energy source requirements.

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>

Assessment Requirements for AVIY0053 Manage remote pilot aircraft systems energy source requirements

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- applying relevant safety practices and regulations
- calculating energy source allowances, consumption and endurance
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- identifying applicable grade of fuel/fuel cell/battery for remote pilot aircraft system (RPAS) type
- implementing contingency plans
- implementing safety precautions during RPAS refuelling/recharging
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining relevant workplace records
- managing operation of RPAS energy source systems
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring energy source usage to achieve desired profile, range or endurance following configuration changes
- monitoring work activities in terms of planned schedule
- monitoring RPAS endurance
- operating electronic communications equipment to required protocol
- performing energy source quality control checks
- planning RPAS energy source requirements
- reading, interpreting and following relevant regulations, instructions, procedures, information

and signs

- recognising deteriorating situations impacting on energy source requirements
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- aerodynamic, engine and airframe requirements for RPAS to achieve best range and endurance
- aeronautical decision-making processes
- calculation of conversion between imperial and metric measures
- dangers of using the incorrect grade of fuel/fuel cell/battery
- effective communication
- energy source consumption of RPAS at varying propulsion and systems power settings
- energy source principles relating to RPAS
- energy source reserve requirement for RPAS
- energy source transfer equipment appropriate for the type of RPA and energy source being used
- energy sources, including:
 - battery charger
 - gas
 - liquid fuel
 - other power producing source
 - other renewable energy
 - power producing sources that power the on-board systems and thrust producing components of the specific RPAS
 - solar
- energy source allowances, including:
 - en route and destination meteorological forecasts
 - fixed energy source reserves
 - holding requirements
 - operational tasking requirements
- error management, including error types, causes and consequences
- factors affecting energy source consumption

- hazards that exist when refuelling/recharging RPAS and related hazard control procedures and precautions
- methods of identifying applicable grade of fuel/fuel cell/battery for RPAS type
- mixture leaning or power conservation techniques
- operation of the specific RPAS energy source system
- principles of RPAS energy source systems
- problems that may occur when managing RPAS energy source and appropriate action that should be taken in each case
- regulations and procedures for refuelling/recharging RPAS
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- stress, workload and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0054 Control aeroplane on the ground

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 control an aeroplane on the ground in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes starting and stopping an aeroplane engine, and taxiing an aeroplane.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Start and stop engine**
 - 1.1** Pre-start and after-start checks are completed in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)
 - 1.2** Engine is started and shut down in accordance with AFM/POH
 - 1.3** Emergencies are managed in accordance with AFM/POH and regulatory requirements
 - 1.4** Pre-and after shutdown checks are completed in accordance with AFM/POH
 - 1.5** Manufacturer limitations are complied with and deviations are reported as required
 - 1.6** Aeroplane is positioned to ensure safety when starting engine
- 2 Taxi aeroplane**
 - 2.1** Automatic terminal information service (ATIS) reports and taxi clearance are obtained as required
 - 2.2** Aeroplane control and safe taxi speed are maintained in accordance with prevailing aerodrome, traffic, surface and weather conditions
 - 2.3** Brake serviceability and functionality checks are performed clear of conflicting traffic and other hazards to confirm serviceability
 - 2.4** Instrument checks are conducted and altimeter settings adjusted to confirm serviceability prior to aircraft departure
 - 2.5** Engine handling and braking on the ground is in accordance with AFM/POH
 - 2.6** Airfield markings/lights/signals/indicators are interpreted and complied with
 - 2.7** Lookout is maintained and right-of-way rules are adhered to while complying with applicable air traffic control (ATC) or marshalling instructions
 - 2.8** Adverse effect of propeller slipstream or jet wash on other aeroplanes, aerodrome facilities and personnel are avoided
 - 2.9** Taxi path is inspected when surface conditions are

obscured

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 AVIY4001 Control aeroplane on the ground.

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>

Assessment Requirements for AVIY0054 Control aeroplane on the ground

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when controlling an aeroplane on the ground
- completing relevant documentation
- complying with regulatory requirements and local air traffic control (ATC) instructions
- controlling an aeroplane on the ground in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)
- controlling and managing engine start-up and shutdown emergencies
- identifying and correctly using required equipment
- identifying suitable parking areas
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting airfield diagrams
- interpreting and communicating operational information
- interpreting and following operational instructions and prioritising work
- interpreting marshalling signals
- manoeuvring aeroplane on the ground without incident
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment, including throttle, steering and brakes

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- starting and stopping aeroplane engines
- taking appropriate actions in a brake, tyre or steering failure
- taxiing aeroplanes within controlled or uncontrolled aerodrome environments
- using instruments to monitor aeroplane performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodrome markings, lighting and marshalling signals
- aeroplane type recognition
- aircraft weight and balance and how to calculate the aircraft centre of gravity
- carburettor icing
- care of propellers
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- cause and effect of fuel vaporisation
- contents of the AFM and POH for the aircraft being flown
- day visual flight rules (VFR)
- differences between normally aspirated and fuel-injected systems
- environmental conditions that represent visual meteorological conditions (VMC)
- in a Defence context, relevant Defence Orders and Instructions
- local ATC procedures
- meaning and interpretation of:
 - light and marshalling signals
 - aerodrome markings, signals and local procedures
- on-ground control procedures, including pre-start checks, clearing propellers, use of filtered air, hot and cold engine start, after-start checks, pre-shutdown checks, actions in a brake or tyre failure, aeroplane emergency management, and engine hand-start procedures
- propeller wash, rotor wash and jet blast and how they affect other aircraft
- relevant aeroplane/equipment characteristics, including starter system limitations, fuel system, including cause and effect of fuel vaporisation, and aeroplane braking and steering systems
- relevant sections of CASRs and Civil Aviation Orders
- relevant sections of the aeronautical information package (AIP)
- relevant sections of the relevant AFM/POH
- relevant WHS and environmental procedures and regulations
- typical aircraft performance characteristics of single-engine aeroplanes and the effects of

- local weather conditions on performance
- typical single-engine aeroplane aircraft systems.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0055 Take off aeroplane

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 take off in an aeroplane in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes carrying out pre-take-off procedures, conducting an aeroplane take-off, and performing a rejected take-off procedure.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Carry out pre-take-off procedures

- 1.1** Critical take-off airspeeds, aircraft configuration, and emergency and abnormal procedures for normal and cross-wind take-offs are correctly identified
- 1.2** Pre-take-off briefing is completed
- 1.3** Approved pre-take-off and line-up checklists are completed in accordance with flight manual/pilot's operating handbook (POH) or company operations manual
- 1.4** Correction for existing wind component to the take-off performance is verified and correctly applied
- 1.5** Runway approach path is visually cleared of conflicting traffic and other hazards prior to lining up for take-off
- 1.6** Aeroplane is aligned with runway centre line in take-off direction
- 1.7** Air traffic control (ATC) clearances are obtained as required

2 Conduct aeroplane take-off

- 2.1** Take-off power is applied, aeroplane is maintained aligned with centre of runway with wings maintained level and rotated at manufacturer recommended speed to achieve planned climb performance
- 2.2** Aeroplane is configured for nominated climb profile, and tracking on centreline of runway is maintained during take off
- 2.3** Power controls, settings and instruments during take-off are monitored to ensure all predetermined parameters are achieved and maintained
- 2.4** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 2.5** Separation with all circuit traffic is maintained
- 2.6** Radiotelephone listening watch is maintained
- 2.7** Local and published noise abatement requirements and curfews are observed
- 2.8** After-take-off checks are performed in accordance with

approved checklist

- 3 Perform rejected take-off**
- 3.1** Requirement to abort/reject take-off is identified
 - 3.2** Power is reduced smoothly and promptly
 - 3.3** Braking devices are activated
 - 3.4** Control is maintained to bring aeroplane to a safe stop
 - 3.5** Associated procedures and/or checklists are initiated and completed

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 AVIY4002 Take off aeroplane.

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>

Assessment Requirements for AVIY0055 Take off aeroplane

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- applying take-off procedures in accordance with regulatory requirements
- calculating normal and cross-wind take-off and landing performance
- communicating effectively with others
- compensating for the secondary effects of controls
- completing relevant documentation
- complying with air traffic instructions and regulatory requirements
- conducting aeroplane take-offs, including:
 - normal
 - cross-wind
- identifying and correctly using equipment required
- identifying surface conditions, obstructions, other crossing traffic on runways and taxiways, or other hazards that might hinder a safe take-off
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting windsock indications
- maintaining awareness of the circuit traffic situation
- managing take-off emergencies
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing minimum length take-off procedure
- performing rejected take-off procedure
- reading, interpreting and following relevant regulations, instructions, procedures, information

and signs

- reporting and/or rectifying identified promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aeroplane take-off and landing performance calculations and charts
- air traffic requirements
- all pre-take-off and after-take-off checks
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- factors affecting directional control of the aeroplane
- factors affecting take-off distance and initial climb performance
- functions and effects of all aeroplane controls
- how to interpret aerodrome charts
- how to interpret windsock indications and how to determine wind direction and speed
- how to obtain or calculate cross-wind and down or up-wind components
- in a Defence context, relevant Defence Orders and Instructions
- local topographical charts to identify safe areas for engine-failure purposes and noise-abatement considerations
- manufacturer specifications relating to operating the aeroplane
- obstacle clearance requirements
- principles of aerodynamics
- problems that may occur when taking off an aeroplane and appropriate action that should be taken in each case
- procedures for using take-off performance charts
- purpose and functions of aeroplane systems
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0056 Control aeroplane in normal flight

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 control an aeroplane in normal flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes climbing an aeroplane, maintaining straight and level flight, descending an aeroplane and turning an aeroplane. It also includes controlling an aeroplane at slow speed, performing circuits and approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Climb aeroplane

1.1 Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (VY), maximum angle (VX) and cruise conditions of flight during straight and turning manoeuvres

1.2 Aeroplane is maintained in balanced flight and trimmed

1.3 Aeroplane is levelled off from climb at nominated altitude using standard aeroplane procedures

1.4 Flightpath clearance is ensured

1.5 Climb checks are completed

1.6 Air traffic control (ATC) altitude restrictions are observed

2 Maintain straight and level flight

2.1 Power, attitude and configuration are set to achieve straight and level flight

2.2 Aeroplane is maintained in balanced flight and trimmed

2.3 Altitude and heading are maintained within tolerances

2.4 Flightpath clearance is ensured

3 Descend aeroplane

3.1 Power, attitude and configuration are set to achieve descent during glide, power-assisted flight and approach profiles

3.2 Aeroplane is maintained in balanced flight and trimmed

3.3 Aeroplane is levelled from a descent at a nominated altitude

3.4 Flightpath clearance is ensured

3.5 ATC altitude restrictions are observed

3.6 Aeroplane operating limits are not exceeded during descent

3.7 Effects of undercarriage and flaps are managed

3.8 Descent checks are completed

4 Turn aeroplane

4.1 Airspace cleared procedure is carried out

- 4.2 Heading is altered in balanced flight during level, climbing, descending and gliding manoeuvres and turns are performed at varying rates to achieve specified tracks
 - 4.3 Turn on to nominated heading or geographical feature is achieved
 - 4.4 Aeroplane operating limits are maintained during turns
- 5 Control aeroplane at slow speed**
 - 5.1 Pre-manoeuve checks are completed in accordance with operating procedures
 - 5.2 Aeroplane is flown at minimum clean approach speed and at minimum landing configuration approach speed as specified in aircraft flight manual (AFM)/pilot's operating handbook (POH) in balanced flight
 - 5.3 Height awareness is maintained during slow speed flight
 - 5.4 Positive control responses are implemented and reduced control effectiveness recognised during slow flight manoeuvres
 - 5.5 Stall warnings, cautions and indications are monitored during slow speed flight
 - 5.6 Recovery to cruise speed is achieved while maintaining height
- 6 Perform circuits and approaches**
 - 6.1 Traffic patterns are conducted in accordance with aeronautical information package (AIP) procedures appropriate to the aeroplane type with allowance for wind velocity on all legs of the circuit
 - 6.2 All checklists are completed and radiotelephone procedures followed
 - 6.3 Approach path is appropriately intercepted and maintained in a manner applicable to aeroplane type, while remaining clear of other traffic
 - 6.4 Traffic conflict or adverse flight conditions are recognised when they arise and a go-around is performed from any position in the traffic pattern
 - 6.5 Right-of-way rules are applied and complied with
 - 6.6 Radio listening watch is maintained in accordance with

- established procedures
- 6.7** Aeroplane is configured for landing
- 7 Comply with airspace requirements**
- 7.1** While aeroplane is maintained within a specified area, compliance is maintained with air traffic requirements and restricted, controlled and other appropriately designated airspace
- 7.2** Appropriate reactions are made to factors that may affect the safe progress of the flight
- 7.3** Awareness of aeroplane position is maintained using charts and geographical features
- 7.4** Radio listening watch is maintained in accordance with established procedures
- 7.5** Weather conditions are monitored and appropriate action taken
- 7.6** Local and published noise abatement requirements and curfews are observed

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 AVIY4003 Control aeroplane in normal flight.

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>

Assessment Requirements for AVIY0056 Control aeroplane in normal flight

Modification History

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)
- adhering to restricted, controlled and other appropriately designated airspace requirements
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- applying the techniques of straight and level, climbing and descending flight to achieve a consistent traffic pattern and approach to landing
- communicating effectively with others when controlling an aeroplane in normal flight, including using an aeronautical radio
- compensating for the secondary effects of controls
- completing relevant documentation
- confirming runway and aerodrome serviceability and availability
- controlling an aeroplane during slow-speed flight
- controlling an aeroplane during turning manoeuvres
- determining appropriate runway and circuit procedures
- identifying and correctly using relevant equipment
- identifying geographical features from aerodrome charts, including:
 - aerodromes and landing areas within local area
 - geographical limits
 - geographical limits of flight training areas
 - restricted, controlled and uncontrolled airspace areas
 - state/territory local airspace limits
 - transit route between departure aerodrome and training area
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining separation between aircraft

- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- operating safely in the vicinity of local aerodromes and landing areas
- performing circuits and approaches
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- remaining within a designated area while complying with airspace and air traffic requirements
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor aeroplane performance
- working collaboratively with others when controlling an aeroplane in normal flight, including using an aeronautical radio
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- after-take-off checks
- aircraft performance
- aircraft systems
- aircraft weight and balance
- airspace cleared procedure to be carried out before all turns
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- cause of and compensation for aileron drag
- circuit patterns and procedures
- contents of the aircraft flight manual (AFM) and pilot's operating handbook (POH)
- dangers associated with mechanical and wake turbulence
- dangers of turbulence and wake turbulence when flying at low speed
- day visual flight rules (VFR) criteria
- effect of angle of bank and load factor on stall speeds
- effect of turning and acceleration on magnetic compass accuracy
- effects and use of carburettor heat or de-icing systems
- effects of carburettor or intake icing

- effects of excessive cooling on engine performance
- effects of flap
- engine considerations during prolonged climbing and descending
- environmental conditions that represent visual meteorological conditions (VMC)
- functions and effects of all aeroplane controls
- go-around procedures from base leg and final approach
- hazards during maximum rate descent
- hazards when performing performance manoeuvres
- in a Defence context, relevant Defence Orders and Instructions
- local area operating procedures
- operation of stall warning devices fitted to aeroplane
- pre-landing checks
- primary effects of controls
- principles of aerodynamics
- procedures for setting power in normally aspirated, turbocharged or supercharged engines
- relationship between angle of bank, load factor and stall speed
- relationship between induced drag and operating at slow speed
- relationship of attitude and power to trim
- relevant sections of aeronautical information package (AIP)
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- requirements and procedures for maximum rate descent
- tendency to under bank in descending turn and over bank in a climbing turn
- theory and application of best rate and angle of climb
- turning using a magnetic compass
- use of autopilot/flight director functions
- use of flap
- use of instruments to monitor aeroplane performance
- use of trim controls.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0057 Land aeroplane

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 land an aeroplane in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes conducting aeroplane landings and managing mishandled landings.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

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 Conduct aeroplane landing

- 1.1** Aeroplane is landed at a controlled rate of descent with alignment above the runway centreline, within a specified area without drift, and directional control is maintained
- 1.2** Existing wind conditions are confirmed, drift corrections are applied, precise ground track is maintained, and aeroplane is configured for cross-wind landing conditions as required
- 1.3** Ballooning and bouncing are minimised and controlled in accordance with established aeroplane landing procedures
- 1.4** Positive directional control is maintained and cross-wind corrections are applied as required during the after-landing roll
- 1.5** After-landing checks are performed in accordance with approved checklist
- 1.6** Separation with conflicting air and ground traffic is maintained
- 1.7** Runway is vacated when practicable
- 1.8** Aeroplane is stopped safely using drag and/or braking devices within available runway length
- 1.9** Landing clearance is obtained at applicable airfields
- 1.10** Wake turbulence is avoided
- 1.11** Weather conditions are monitored

2 Manage mishandled landing

- 2.1** Conditional requirements for conducting a missed approach are recognised
- 2.2** Decision to perform missed approach and subsequent go-around is made when safe landing cannot be achieved
- 2.3** Power, attitude and configuration are selected to safely control aeroplane
- 2.4** Aeroplane is manoeuvred clear of the ground and after

take-off procedures are conducted

2.5 Allowance for wind velocity is made during go-around

2.6 Wake turbulence is avoided

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 AVIY4004 Land aeroplane.

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>

Assessment Requirements for AVIY0057 Land aeroplane

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating landing performance
- carrying out correct procedures in a go-around
- communicating effectively with others including using an aeronautical radio
- compensating for the secondary effect of controls
- completing relevant documentation
- conducting aeroplane cross-wind landing procedures, including:
 - verifying existing wind conditions, making proper correction for drift and maintaining a precise ground track
 - configuring aeroplane for cross-wind conditions
 - controlling aeroplane during transition from final approach to touchdown and during after-landing roll
 - applying cross-wind drift corrections during landing and taxi procedures
- conducting aeroplane landing procedures, including:
 - maintaining constant landing position aim point
 - achieving a smooth, positively-controlled transition from final approach to touchdown, including control ballooning during flare
 - achieving touchdown at a controlled rate of descent, in the specified touchdown zone within tolerances
 - controlling bouncing after touchdown
 - aligning touchdown with centreline within tolerances
 - ensuring separation is maintained
 - maintaining positive directional control and cross-wind correction during after-landing roll
 - using drag and braking devices, as applicable, in such a manner to bring the airplane to a safe stop

- completing applicable after-landing checklist items in a timely manner
- conducting aeroplane missed approach, including:
 - recognising the conditions when a missed approach should be executed
 - making the decision to execute a missed approach when it is safe to do so
 - making a smooth, positively-controlled transition from approach to missed approach, including:
 - selecting power, attitude and configuration to safely control aeroplane
 - manoeuvring aeroplane clear of the ground and conducting after-take-off procedures
 - making allowance for wind velocity during go-around
 - avoiding wake turbulence
- conducting aeroplane missed landing procedure, including:
 - recognising the conditions when a missed landing should be executed
 - making decision to execute recovery when it is safe to do so
 - making a smooth, positively-controlled transition from missed landing to missed landing, including
 - selecting power, attitude and configuration to safely control aeroplane
 - manoeuvring aeroplane clear of the ground and conducting after take-off procedures
 - making allowance for wind velocity during go-around
 - avoiding wake turbulence
- conducting aeroplane short landing procedures, including:
 - landing aeroplane at nominated touchdown point at minimum speed
 - controlling ballooning during flare
 - controlling bouncing after touchdown
 - maintaining direction after touchdown
 - applying maximum braking without locking up wheels
 - stopping aircraft within landing distance available
- exercising sound judgement sufficient to perform landing procedures
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining compliance with regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising and responding to conditions leading to a go-around
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment, including trim controls, flaps, carburettor heat and

braking devices

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor aeroplane performance
- working collaboratively with others when landing aeroplane
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodynamic forces involved during a flare
- aeroplane limitations
- aeroplane performance
- aeroplane weight and balance
- air traffic procedures
- all required checklist items
- Civil Aviation Safety Authority (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane operations
- causes of aquaplaning and procedures to avoid aquaplaning
- causes of loss of control of aeroplane on landing
- causes of loss of directional control during landing
- circuit and landing procedures
- contents of aircraft flight manual (AFM) and pilot's operating handbook (POH)
- cross-wind limits for the aeroplane type flown
- day visual flight rules (VFR) criteria
- effect of wind on landing performance
- environmental conditions that represent visual meteorological conditions (VMC)
- how to calculate a cross-wind component
- in a Defence context, relevant Defence Orders and Instructions
- options when local conditions are not suitable for landing
- principles of aerodynamics
- propeller wash, rotor wash and jet blast
- relevant sections of aeronautical information package (AIP)
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- steps for landing an aeroplane in normal head-wind and cross-wind
- techniques used to land an aeroplane in a cross-wind
- touch and go procedures

- typical single-engine aeroplane aircraft systems
- wake turbulence considerations
- windsock and other indicators that are used to determine wind velocity.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0058 Manage aircraft fuel

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

It includes planning fuel requirements, managing the fuel system and refuelling aircraft.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and ground 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 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Plan fuel requirements**
 - 1.1** Total en route and reserve fuel requirement are determined in accordance with regulatory requirements
 - 1.2** Allowance is made for possible abnormal or emergency situation
- 2 Manage fuel system**
 - 2.1** Fuel system, including pumps, engine controls and cross-feed systems, are operated in accordance with aircraft flight manual (AFM)/pilot's operating handbook (POH)
 - 2.2** Fuel quantity on-board is verified using two independent methods
 - 2.3** Fuel quality checks are confirmed before flight
 - 2.4** Fuel usage and status is monitored throughout flight and fuel log is accurately maintained
 - 2.5** Aircraft is configured to achieve desired profile, best range or endurance and operational endurance calculations are revised as required
 - 2.6** Work health and safety (WHS) procedures are followed at all times
 - 2.7** Potential hazards are anticipated and precautions applied
- 3 Refuel aircraft**
 - 3.1** Aircraft is refuelled correctly in accordance with AFM/POH, WHS, regulatory requirements and workplace procedures
 - 3.2** Appropriate precautions are taken to ensure the safety of personnel and property during refuelling operations

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 AVIY4007 Manage aircraft fuel.

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>

Assessment Requirements for AVIY0058 Manage aircraft fuel

Modification History

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 air safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating equi time point (ETP) and point of no return (PNR)
- calculating fuel allowances, consumption and endurance
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing safety precautions during aircraft refuelling
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with regulatory requirements
- maintaining workplace records relevant to aircraft fuel management
- managing the operation of an aircraft fuel system
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring fuel usage to achieve desired profile, best range or endurance following configuration changes
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing fuel quality control checks
- planning aircraft fuel requirements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising deteriorating situations impacting on fuel requirements
- refuelling an aircraft, including:

- identifying applicable grade of fuel for aircraft type
- complying with aircraft bonding and earthing requirements
- implementing fuel loading and unloading procedures
- ensuring fuel cap security
- undertaking fuel quality checks:
 - operator checks
- reporting and/or rectifying identified promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others when managing aircraft fuel
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodynamic, engine and airframe requirements for aircraft to achieve best range and endurance
- dangers of using the incorrect grade of fuel
- factors affecting fuel consumption
- fire extinguishers that can be used for fuel-related fires, including requirements and how to use them in a fire
- fuel consumption of aircraft at varying power settings
- fuel reserve requirement for aircraft
- hazards that exist when refuelling aircraft and related hazard control procedures and precautions
- how to calculate conversions between imperial and metric measures
- in a Defence context, relevant Defence Orders and Instructions
- limitations on using drum stock fuel
- location of refuelling places
- methods of identifying applicable grade of fuel for aircraft type
- methods of verifying the quantity of fuel on board an aircraft
- minimum fuel requirements for day visual flight rules (VFR) operations
- mixture leaning technique
- operation of the aircraft fuel system
- principles of aircraft fuel systems
- problems that may occur when managing aircraft fuel and appropriate action that should be taken in each case
- procedures for calculating ETP and PNR
- regulations and procedures for refuelling aircraft

- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- variations to planned fuel consumption
- WHS requirements applicable to aircraft fuelling operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0059 Control helicopter on the ground

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 control a helicopter on the ground in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes starting and stopping a helicopter engine, engaging the rotor, and controlling the main rotor disc and anti-torque system.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Start engine and rotor

1.1 Helicopter is positioned with a view to safety and rotor clearance when starting engine and rotors

1.2 Wind conditions are assessed for start

1.3 Pre-start checklist actions are performed

1.4 Engine start and rotor engagement are performed

1.5 Disc/rotor position is controlled during start

1.6 Engine is operated within aircraft limits

1.7 Emergencies are managed

2 Stop engine and rotor

2.1 Wind conditions are assessed and appropriate allowances made

2.2 Helicopter is positioned with a view to safety and rotor clearance when stopping engine and rotors

2.3 Engine shutdown and rotor stop are performed

2.4 Disc/rotor position is controlled during shutdown

2.5 Engine and transmission system indications are monitored and managed

3 Control main rotor disc and anti-torque system

3.1 Main rotor disc attitude is maintained during all rotor speed (RRPM) operations

3.2 Anti-torque pedals are set to compensate for main rotor torque

3.3 Rotor disc attitude and RRPM are managed while performing other tasks or actions

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 AVIY4011 Control helicopter on the ground.

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>

Assessment Requirements for AVIY0059 Control helicopter on the ground

Modification History

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, 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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when controlling helicopter on the ground
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls/equipment including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- solving problems associated with controlling a helicopter on the ground
- using instruments to monitor helicopter performance
- working collaboratively with others when controlling helicopter on the ground
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- aerodrome landing area markings, and light and marshalling signals
- aircraft operational start limitations
- applicable helicopter systems
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- clearing of rotor blades
- dynamic roll over
- effect of wind on engines and rotor blades (blade sailing)
- fire management applicable to engine starting and stopping
- fitted fire-fighting extinguishing system and its applications
- fuel system, including cause and effect of fuel vaporisation
- ground resonance
- helicopter braking and steering systems
- helicopter starter motor limitations
- hot and cold engine start procedures
- local air traffic control (ATC) procedures
- local noise abatement procedures and curfews
- on-ground helicopter control procedures, including:
 - operating on different surfaces, including sealed and unsealed surfaces
 - pre-start checks
 - after-start checks
 - regulations and procedures relating to ground operation of rotorcraft
- relevant helicopter/equipment characteristics
- relevant sections of CASRs and Civil Aviation Orders
- relevant sections of the aircraft flight manual (AFM)/pilot's operating handbook (POH)
- relevant WHS and environmental procedures and regulations
- rotor engagement system
- shutdown checks
- use of filtered air.

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 must occur in workplace operational situations. Where this is not appropriate,

assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0060 Control helicopter in hovering flight

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 control a helicopter in hovering flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes lifting off to hover and performing hovering checks, hovering a helicopter in cross- and tail-winds, performing turns around the mast, conducting turns around nose and tail, and performing sideways and backwards flight. It also includes landing from the hover, managing a mishandled landing, and managing a mishandled lift off.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Lift-off to hover and perform hover checks

- 1.1 Aircraft performance is calculated for flight
- 1.2 Pre-take-off checks are performed
- 1.3 Flight controls are set to prepare for lift-off to hover
- 1.4 Flight and power controls are used to lift helicopter off the surface to a stable hover at appropriate height for helicopter while controlling heading
- 1.5 Wind effect is anticipated and accounted for with appropriate control inputs to maintain position over nominated hover point
- 1.6 Awareness of adverse effects of rotor downwash on surrounding aircraft, people, objects and environment is applied
- 1.7 Flight control functions, centre of gravity and hover power checks are performed
- 1.8 Hover taxi manoeuvre is commenced, maintained and stopped at a constant and safe hover height, while maintaining engine power and rotor speed (RRPM) within limits
- 1.9 Coordinated corrective action is used to counter wind effects
- 1.10 Implications of environmental conditions are assessed and appropriate compensation made
- 1.11 Helicopter is maintained clear of obstructions
- 1.12 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain

2 Hover helicopter in cross- and tail-winds

- 2.1 Helicopter is maintained in hovering flight remaining over a nominated hover point at a nominated height and heading in cross- and tail-winds
- 2.2 Coordinated corrective action is used to maintain a constant rate of turn and to counter wind effects

3 Perform turns around

- 3.1 Helicopter is turned around the mast while maintaining a constant height and specified rate of turn over

- mast** nominated hover point
- 3.2** Turn is completed on nominated heading
- 3.3** Controlled corrective action is used to control effects of wind gusts
- 3.4** Helicopter is maintained clear of obstructions
- 3.5** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility, obstructions and terrain
- 3.6** RPM is managed within limits during turn
- 4 Perform turns around nose and tail**
- 4.1** Helicopter is turned around nominated point on or forward of helicopter nose while maintaining a constant height and specified rate of movement around point
- 4.2** Helicopter is turned around nominated point on or aft of helicopter tail while maintaining a constant height and specified rate of movement around point
- 4.3** Controlled corrective action is taken to counter effects of wind gusts
- 4.4** Helicopter is maintained clear of obstructions during turning manoeuvres
- 4.5** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility, obstructions and terrain
- 4.6** Turns in a specified direction are commenced and stopped at a specified heading
- 4.7** RPM is managed within limits during turn
- 4.8** Ground track is maintained at a constant distance from nominated point
- 4.9** Anti-torque pedals are used to ensure helicopter nose or tail is pointed at nominated turning point
- 5 Perform sideways and backwards flight**
- 5.1** Helicopter is transitioned from static hover to sideways and rearward flight
- 5.2** Lookout is maintained in direction of flight using a systematic scan technique at a rate determined by traffic density, visibility, obstructions and terrain

- 5.3 Rearward movement is only conducted after visually checking behind helicopter, and height is adjusted as required
 - 5.4 Helicopter directional control is maintained and manoeuvred clear of obstructions during sideways and backwards flight manoeuvres
 - 5.5 RPM is managed within limits during turn
 - 5.6 Rate of movement of helicopter is maintained at a safe speed
 - 5.7 Sideways and rearward flight is terminated over nominated hover point
- 6 **Land from the hover**
 - 6.1 Pre-landing checks are completed as required
 - 6.2 Helicopter is lowered onto nominated point from hovering flight without adverse longitudinal, lateral, yawing or rolling movements
 - 6.3 Helicopter stability on landing gear is ensured prior to fully lowering collective
 - 6.4 After-landing checks are performed
- 7 **Manage a mishandled landing**
 - 7.1 Appropriate action is taken to identify when an adverse landing situation is developing
 - 7.2 Appropriate action is taken to either land aircraft or discontinue landing and return to hover safely
- 8 **Manage a mishandled lift-off**
 - 8.1 Appropriate action is taken to identify when an adverse lift-off situation is developing
 - 8.2 Appropriate action is taken to discontinue lift-off and return to ground safely

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 AVIY4012 Control helicopter in hovering flight.

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>

Assessment Requirements for AVIY0060 Control helicopter in hovering flight

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls/equipment, including throttle, rotor controls, anti-torque pedals, and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems when controlling a helicopter in hovering flight
- using instruments to monitor helicopter performance
- working collaboratively with others when controlling helicopter in hovering flight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodrome and helicopter landing site markings
- aircraft operational limitations
- application of a height/velocity graph
- calculation of aircraft performance for flight
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- dynamic rollover
- effect of wind on rotor blade control (blade sailing)
- effects of rotor wash
- ground resonance
- hazards and risks when controlling a helicopter in hovering flight and precautions for controlling the risks
- helicopter braking and steering systems
- helicopter hovering procedures
- hover checks
- how to use of fire extinguisher system fitted to helicopter being used
- landing a helicopter
- light and marshalling signals
- local air traffic control (ATC) procedures
- local noise abatement procedures and curfews
- maintaining hovering flight in a range of operational conditions
- making a transition from static hover to sideways and rearward flight
- managing a mishandled landing
- managing a mishandled lift off
- operating on different surfaces, including sealed and unsealed surfaces
- operational and start limitations of typical helicopters
- pre-take-off checks
- recirculation
- relevant helicopter/equipment characteristics
- relevant sections of aircraft flight manual (AFM)/pilot's operating handbook (POH)
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- turning a helicopter around the mast.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0061 Take off helicopter and approach to hover

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 control a helicopter in hovering flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes lifting off to hover and performing hovering checks, hovering a helicopter in cross- and tail-winds, performing turns around the mast, conducting turns around nose and tail, and performing sideways and backwards flight. It also includes landing from the hover, managing a mishandled landing, and managing a mishandled lift off.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Carry out pre-take-off checks

1.1 Pre-take-off checks and safety briefings are completed

1.2 Safe take-off path is selected

1.3 Helicopter is lined up in take-off direction and is positioned at the optimum position within the helicopter landing site (HLS)

1.4 Line-up checks are performed in accordance with approved checklist as required

2 Take off helicopter

2.1 Air traffic control (ATC) clearances are obtained and compliance is maintained with clearance conditions and requirements when operating within controlled airspace

2.2 Helicopter is transitioned from a stationary position in a specified direction passing through translational lift, remaining clear of obstructions, and establishing and maintaining a recommended or nominated climb speed

2.3 Helicopter flight path is controlled using appropriate flight handling techniques, including awareness of helicopter performance considerations, aircraft balance and flight control trim, as required

2.4 Power and attitude are managed for flight path, departure profile and indicated airspeed (IAS) being flown

2.5 Local and published noise abatement requirements and curfews are observed

2.6 Situational awareness of circuit traffic is maintained and conflict avoided

3 Approach to hover

3.1 Suitable termination point is selected

3.2 Pre-landing checks are completed in accordance with approved checklist

3.3 Appropriate approach angle and track is intercepted and approach manoeuvres conducted in accordance with ATC instructions

3.4 Helicopter is descended to hover at selected termination point at a reducing closure rate and along a specified

- track on an approach angle appropriate to helicopter type and conditions
- 3.5 Landing gear is aligned to planned approach direction
 - 3.6 Loss of translational lift is recognised and controlled
 - 3.7 Revolutions per minute (RPM) is managed within normal operational limits
 - 3.8 Approach is terminated at hover over termination point
- 4 Perform go-around procedure**
- 4.1 Critical situations are recognised and timely decisions made to go-around in circumstances that require discontinuing a circuit or approach
 - 4.2 Go-around is initiated
 - 4.3 Power and attitude are set to initiate safe climb at appropriate IAS from any position in the circuit
 - 4.4 Obstructions and traffic are appropriately avoided during climb following a decision to go-around
 - 4.5 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
 - 4.6 Situational awareness of circuit traffic is maintained throughout go-round procedure
 - 4.7 After-take-off checks are completed in accordance with approved checklist
 - 4.8 Local and published noise abatement requirements and curfews are observed

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 AVIY4014 Take off helicopter and approach to hover.

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>

Assessment Requirements for AVIY0061 Take off helicopter and approach to hover

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls/equipment, including throttle, rotor controls, anti-torque pedals, and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems when controlling a helicopter in hovering flight
- using instruments to monitor helicopter performance
- working collaboratively with others when controlling helicopter in hovering flight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerodynamic factors affecting helicopter flight performance
- air traffic requirements
- aircraft flight manual (AFM) and pilot's operating handbook (POH)
- aircraft performance
- aircraft systems
- aircraft weight and balance
- all pre- and after- take-off and pre- and after- landing checks
- application of a height/velocity diagram/graph
- avoidance and recognition of recovery techniques appropriate to helicopter type
- basic principles of aerodynamics
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- contributing operational situations and environmental conditions
- day visual flight rules (VFR) criteria
- factors affecting take-off and climb performance
- flapback
- functions and effects of all helicopter controls
- ground effect
- hazards and risks when taking off a helicopter and controlling its approach to hover and precautions for controlling the risks
- inflow roll
- local air traffic control (ATC) procedures and instructions
- loss of tail rotor effectiveness (LTE)
- low 'g' force and mast bumping
- overpitching or low rotor revolutions per minute (RRPM) speed – rotor stall
- problems that may occur when taking off a helicopter and controlling its approach to hover and appropriate action that should be taken in each case
- procedures for using performance charts
- purpose and functions of helicopter systems
- recirculation
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- settling with power
- translational lift
- vortex ring state
- weight and balance.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0062 Control helicopter in normal flight

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 control a helicopter in normal flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes climbing a helicopter, maintaining straight and level flight, descending a helicopter and turning a helicopter. It also includes controlling a helicopter at any speed, performing circuits and approaches, and complying with airspace requirements.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Climb helicopter

- 1.1** Adjustments are made to attitude and power to achieve an increase of altitude at normal, maximum rate (VY), maximum angle (VX) and cruise climb flight configurations from straight and level flight
- 1.2** Appropriate altimeter settings are set
- 1.3** Helicopter is maintained in balanced flight during adjustments to attitude and power
- 1.4** Power is maintained as altitude increases
- 1.5** Helicopter is levelled off from climb at nominated altitude
- 1.6** Lookout is maintained during climb using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 1.7** Situational awareness is maintained

2 Maintain straight and level flight

- 2.1** Attitude and power are adjusted to achieve a constant height, heading and speed while remaining in balanced flight
- 2.2** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 2.3** Natural horizon is used as primary attitude reference
- 2.4** Altitude is maintained within allocated height band

3 Descend helicopter

- 3.1** Attitude and power are adjusted to enter and maintain a descent from straight and level flight
- 3.2** Helicopter is levelled from a descent at a nominated altitude
- 3.3** Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
- 3.4** Clearance ahead and below is maintained
- 3.5** Air traffic control (ATC) altitude restrictions are

- observed
- 3.6** Design limits are not exceeded during helicopter descent
 - 3.7** Appropriate altimeter settings are set
 - 3.8** Situation awareness is maintained at all times during helicopter descent
- 4 Turn helicopter**
- 4.1** Attitude and power are adjusted to enter and maintain turns at varying rates from level, climbing and descending flight to achieve nominated tracks
 - 4.2** Helicopter is rolled out from the turn to achieve nominated heading or geographical feature alignment
 - 4.3** Helicopter balance and trim are ensured as required
 - 4.4** Lookout is maintained in direction of turn and above or below using a systematic scan technique at a rate determined by traffic density, visibility and terrain
 - 4.5** Engine operating limits are not exceeded
- 5 Control helicopter at any speed**
- 5.1** Attitude and power are adjusted, accelerated or decelerated to manoeuvre helicopter at any specified airspeed within the flight envelope while maintaining balanced flight
 - 5.2** Height awareness is maintained at all times and appropriate adjustments are made as required
 - 5.3** Wind conditions are monitored and appropriate allowance made
 - 5.4** Helicopter is suitably controlled to ensure it is operated within its design limits
- 6 Perform circuits and approaches**
- 6.1** Circuits are joined and conducted in accordance with aeronautical information publication (AIP) and/or local procedures at normal and low altitude appropriate to the helicopter type
 - 6.2** Due allowance is made for wind and all appropriate checklist items are completed when performing circuits and approaches
 - 6.3** Radiotelephone procedures are followed during circuit operations

- 6.4 Approach path applicable to helicopter type is intercepted and maintained while remaining clear of other traffic
 - 6.5 Lookout is maintained during circuits and approaches using a systematic scan technique at a rate determined by traffic density, visibility and terrain
 - 6.6 Conflicting traffic is recognised and appropriate responses made
 - 6.7 Right-of-way rules are applied and compliance with rules maintained
 - 6.8 Weather conditions are monitored and appropriate responses made
 - 6.9 Fuel status is monitored and appropriate responses made
 - 6.10 Helicopter approach is conducted to establish hover or to conduct a landing at the nominated termination point
- 7 Comply with airspace requirements**
- 7.1 Suitable aeronautical charts are interpreted and used to maintain airspace compliance requirements
 - 7.2 Circuit departure is performed
 - 7.3 Helicopter is maintained within a specified area and/or track while complying with air traffic requirements, controlled or restricted airspace conditions or limitations and reacting to factors that affect the safe progress of a flight
 - 7.4 Orientation is maintained to geographical features with the aid of suitable charts and maps
 - 7.5 Circuit join is performed

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 AVIY4015 Control helicopter in normal flight.

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>

Assessment Requirements for AVIY0062 Control helicopter in normal flight

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others when controlling helicopter in normal flight
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant controls, including throttle, rotor controls, anti-torque pedals and collective and cyclic pitch controls
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems associated with controlling a helicopter in normal flight
- turning a helicopter with the following parameters:
 - level turns
 - climbing turns with 20° bank angle

- powered descending turn with 30° bank angle
- using instruments to monitor helicopter performance
- working collaboratively with others when controlling helicopter in normal flight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of a height/velocity diagram/graph
- application of heading and track
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations
- cause and effects of retreating blade stall
- circuit patterns and procedures
- circumstances and procedures for the use of carburettor heat
- conditions leading to loss of tail rotor/anti-torque control during descent
- dangers of wind shear, turbulence and wake turbulence
- effect of turning and acceleration on magnetic compass accuracy
- forces and moments acting on a helicopter and precautions to manage their effects
- functions, and primary and secondary effects of all helicopter controls
- hazards and risks when controlling a helicopter in normal flight and precautions for controlling the risks, including:
 - in a climb
 - in a turn
 - in straight and level flight
- helicopter instruments and monitoring helicopter performance
- managing non-normal and emergencies in the circuit area
- principles of aerodynamics
- problems that may occur when controlling a helicopter in normal flight and appropriate action that should be taken in each case
- procedures for setting power in normally aspirated, turbocharger, supercharged or turbine engines
- procedures for the use of trim controls if appropriate
- recognition and avoidance of settling with power/vortex ring state
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- rotational and induced airflow
- theory and application of best rate and angle of climb
- use of instruments to monitor helicopter performance and significance of colour coding
- vortex ring state

- wind shear, turbulence and wake turbulence.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0063 Execute advanced helicopter manoeuvres and procedures

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 execute advanced helicopter manoeuvres and procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes turning a helicopter steeply, performing autorotative flight, and landing on and lifting off sloping ground. It also includes landing, taking off and manoeuvring in a confined area; executing limited power take-offs, approaches and landings; and taking off and landing at a pinnacle or ridge line.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Turn helicopter steeply

- 1.1 Level turn of nominated bank angle is achieved without altitude change to nominated heading
- 1.2 Descending turn of nominated bank angle is achieved to nominated heading
- 1.3 Awareness of higher stall speed in turns is applied
- 1.4 Helicopter operating limits are not exceeded

2 Perform autorotative flight

- 2.1 Appropriate action plan, including task priorities, is formulated that ensures the safe completion of autorotative manoeuvres
- 2.2 Autorotative flight is entered and maintained at a nominated speed and heading in balanced flight
- 2.3 Autorotative flight is performed at the optimum range and minimum descent rate speeds
- 2.4 Heading is altered with helicopter in balanced flight at a nominated speed
- 2.5 Helicopter is recovered and transitioned to normal flight from autorotative flight using power to a climb at nominated heading and speed
- 2.6 Helicopter autorotative landing to the ground is performed into the wind, using appropriate mix of control inputs within tolerances of termination point without lateral or rearward movement, and zero or minimum run-on speed
- 2.7 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility and terrain
- 2.8 Situation awareness is maintained at all times during autorotative flight

3 Land on and lift off sloping ground

- 3.1 Surface conditions are confirmed to be suitable for the helicopter type

- 3.2 Stakeholders are briefed to ensure safe operations in the vicinity of helicopter
 - 3.3 Helicopter is landed from the hover onto sloping ground using appropriate slope landing techniques relevant to helicopter type
 - 3.4 Helicopter is lifted off from sloping ground to a hover using appropriate slope landing techniques relevant to helicopter type
 - 3.5 Control inputs and adjustments during landing on and lifting off are made in response to wind, surface and applicable aircraft limitations, using appropriate slope landing techniques and helicopter handling procedures
 - 3.6 Any abnormal situations are recognised and appropriate controlled corrective action implemented
 - 3.7 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain
 - 3.8 Situation awareness is maintained at all times during lift-offs and landings on sloping ground
- 4 Land, manoeuvre and take off in a confined area**
- 4.1 Confined area is assessed, an action plan is formulated and a decision made to operate in the area
 - 4.2 Own pilot capabilities and helicopter performance are assessed, and decisions to take off or land are adjusted accordingly
 - 4.3 Appropriate approach and departure path is identified prior to intercepting and approach path to nominated termination point is maintained
 - 4.4 Helicopter is safely landed in a confined area using appropriate landing on techniques
 - 4.5 Helicopter is manoeuvred in a confined area while remaining clear of obstructions, and within helicopter operating limitations
 - 4.6 Helicopter departure plan and contingency procedures are briefed prior to departure
 - 4.7 Helicopter is safely taken off from a confined area using

- appropriate lifting off techniques
- 4.8** Situational awareness is maintained at all times during manoeuvres in a confined area
- 5 Execute limited power take-off, approach and landing**
- 5.1** Need for limited power manoeuvres is established
- 5.2** Decision to conduct limited power manoeuvres is implemented and appropriate action plan is formulated to conduct limited power operations
- 5.3** Helicopter performance is calculated and power requirements confirmed prior to commencing limited power operations
- 5.4** Appropriate area for a safe take-off and landing suitable for limited power available is selected
- 5.5** Awareness of own capabilities is applied, and limitations and decisions to take-off, approach or land are adjusted accordingly
- 5.6** Limited power take-off is performed, applying maximum or nominated power while maintaining optimum rotor revolutions per minute (RRPM) speed
- 5.7** Limited power approach and landing is performed while managing helicopter airspeed and optimum RRPM appropriate to power available and landing environment
- 5.8** Situational awareness is maintained at all times during limited power manoeuvres
- 5.9** Appropriate allowance is made for wind effects during limited power manoeuvres
- 6 Take off and land at a pinnacle or ridge line**
- 6.1** Suitable pinnacle or ridge line is selected and assessed, helicopter performance is assessed and/or confirmed, approach and landing plan is formulated, and decision is made to operate onto the area
- 6.2** Awareness of own capabilities is applied, and limitations and decisions to take-off or land are adjusted accordingly
- 6.3** Helicopter is safely landed on a pinnacle or ridge line using appropriate landing on techniques

- 6.4 Helicopter is safely lifted and taken off from a pinnacle or ridge line using appropriate lifting off techniques
- 6.5 Situational awareness is maintained at all times during take-offs, approaches and landings at a pinnacle or ridge line
- 6.6 Appropriate allowance is made for wind effects, landing surface conditions and approach/departure path obstacles during take-off, approach and landing at a pinnacle or ridge line

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 AVIY4017 Execute advanced helicopter manoeuvres and procedures.

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>

Assessment Requirements for AVIY0063 Execute advanced helicopter manoeuvres and procedures

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- following air traffic control procedures and instructions
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- interpreting/using a helicopter manufacturer height-velocity diagram/graph
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing autorotative flight, including:
 - power recovery
 - power termination
 - autorotative landing
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of

flight

- solving problems
- using instruments to monitor helicopter performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- actions to be conducted following a forced landing
- aerodynamic factors affecting helicopter flight performance, including:
 - aerodynamic forces
 - dynamic rollover
 - settling with power
 - recirculation
 - loss of tail rotor (anti-torque) effectiveness (LTE)
- all applicable checklist items
- application of a height/velocity diagram/graph
- basic principles of aerodynamics
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- cross-wind and rotor control limits for a helicopter
- cross-wind loss of rotor control limits for helicopter type flown
- emergency radio procedures
- functions and effects of all helicopter controls
- hazards and risks when executing advanced helicopter manoeuvres and procedures and precautions for controlling the risks
- helicopter performance limitations
- local air traffic control (ATC) procedures and instructions
- local weather conditions
- pinnacle and ridge line landing techniques, including:
 - intercepting and maintaining the approach path to the termination point
 - maintaining effective translational lift until touchdown is assured
 - terminating to a hover over selected landing and lift-off area
 - touching down on nominated touchdown point
 - controlling helicopter on the ground
- pinnacle and ridge line lift-off techniques, including:
 - planning take-off from in a pinnacle or ridgeline
 - calculating and confirming helicopter take-off performance is adequate for departure

- determining an appropriate abort point as required
- conducting take-off and departure from pinnacle or ridgeline remaining clear of obstacles with a margin that is applicable to the operation
- power required and power available curves
- pressure altitude and density considerations
- problems that may occur when executing advanced helicopter manoeuvres and procedures, and appropriate action that should be taken in each case
- procedures for using performance charts
- purpose and functions of helicopter systems
- relevant instructions, procedures and information
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- typical hazards and risks associated with conducting advanced manoeuvres, and precautions and procedures to control the risks
- wind and terrain effects.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0064 Manage abnormal and emergency helicopter flight situations

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 application of skills and knowledge required to manage abnormal and emergency helicopter flight situations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes managing a forced landing from level flight after take-off or on approach, managing an engine failure at the hover or during taxi, managing a tail rotor malfunction, and managing a jammed flight control system. It also includes managing adverse aerodynamic conditions and managing a malfunction of the helicopter operating systems.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Manage a forced landing from level flight, after take-off or on approach

- 1.1 Emergency situation requiring a forced landing is correctly identified
- 1.2 Autorotative flight is entered and established at nominated speed and heading in balanced flight
- 1.3 Required immediate actions are performed
- 1.4 Rotor revolutions per minute (RRPM) speed is controlled within limitations
- 1.5 Landing area within autorotative distance is selected and appropriate action plan is formulated to ensure safety of helicopter
- 1.6 Emergency procedures are implemented and task priorities allocated to all actions to ensure aircraft, flight crew and passenger safety
- 1.7 Emergency radio messages of intentions are transmitted
- 1.8 Helicopter is landed into wind with as slow as practical ground speed while maintaining control of helicopter
- 1.9 Situational awareness is maintained at all times during forced landing manoeuvres

2 Manage an engine failure at the hover or during taxi

- 2.1 Hover and taxi surfaces are suitably selected to maximise options in an engine failure
- 2.2 Emergency situation involving an engine failure is correctly identified
- 2.3 Required immediate actions are performed
- 2.4 Controlled touchdown is performed

3 Manage a tail rotor malfunction in flight and at the hover

- 3.1 Hover heights and surfaces are selected to maximise options in a tail rotor malfunction

- 3.2** Tail rotor malfunction is correctly identified
 - 3.3** Required immediate actions are performed
 - 3.4** Control of helicopter is established and suitable landing area selected
 - 3.5** All emergency checks are performed and a plan formulated to achieve an approach and landing
 - 3.6** Emergency radio messages of intentions are transmitted
 - 3.7** Controlled emergency landing with a malfunctioning tail rotor is performed
 - 3.8** Situational awareness is maintained at all times during tail rotor malfunction handling manoeuvres
- 4 Manage a jammed flight control system**
 - 4.1** Jammed or malfunctioning flight control system malfunction is correctly identified
 - 4.2** Control of helicopter is established and suitable landing area selected
 - 4.3** All emergency checks are performed and a plan formulated to achieve approach and landing
 - 4.4** Emergency radio messages of intentions are transmitted
 - 4.5** Controlled emergency landing with a jammed flight control is performed
 - 4.6** Situational awareness is maintained at all times during flight control handling manoeuvres
- 5 Manage a malfunction of a helicopter operating system**
 - 5.1** Abnormal situations involving a helicopter system/s malfunction are correctly identified and confirmed
 - 5.2** Appropriate emergency procedures are conducted while maintaining control of helicopter flight path
 - 5.3** System malfunctions are managed and situational awareness maintained at all times during a system malfunction
- 6 Manage upset recovery**
 - 6.1** Correct techniques for upset recovery in various configurations are applied
 - 6.2** Aircraft is configured appropriately

- 6.3 Upset conditions are recognised
- 6.4 Aircraft is recovered to level flight conditions

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 AVIY4018 Manage abnormal and emergency helicopter flight situations.

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>

Assessment Requirements for AVIY0064 Manage abnormal and emergency helicopter flight situations

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting/using a helicopter manufacturer height/velocity diagram/graph
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- solving problems associated with managing a helicopter in abnormal and emergency situations
- using instruments to monitor helicopter performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- actions to be conducted following a forced landing
- aerodynamic factors affecting helicopter flight performance
- all applicable checklist items
- applicable helicopter system malfunctions, including:
 - cautions, warnings and indications
 - engine failure/s
 - tail rotor malfunction
 - jammed or malfunctioning flight controls
 - critical flight controls:
 - fuel systems
 - hydraulics
 - flight instruments
- application of a height/velocity diagram/graph
- basic principles of aerodynamics
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter operations
- emergency procedures
- emergency radio procedures
- functions and effects of all helicopter controls
- hazards and risks when managing a helicopter in abnormal and emergency flight situations and precautions for controlling the risks
- impact of high gross weight and high-density altitude on key hazards
- key hazards and typical causal factors and contributing operational situations, avoidance and recognition of symptoms and recovery techniques, including:
 - vortex ring state
 - ground resonance
 - loss of tail rotor effectiveness (LTE)
 - low 'g' force and mast bumping
 - overpitching or low rotor revolutions per minute (RRPM) – rotor stall
 - retreating blade stall
 - recirculation
 - dynamic rollover
- local air traffic control (ATC) procedures and instructions
- low-level weather and topography effects
- managing system malfunctions
- practical action plans for use in an engine failure

- prioritising tasks when managing malfunctions
- problems that may occur when managing a helicopter in abnormal and emergency flight situations and appropriate action that should be taken in each case
- procedures for using performance charts
- purpose and functions of helicopter systems
- relevant sections of CASRs and Civil Aviation Orders pertaining to abnormal flight situations
- relevant WHS and environmental procedures and regulations
- threat and error management (TEM), including:
 - flight planning to avoid hazardous or adverse aerodynamic flight conditions and regimes
 - techniques to avoid a potentially hazardous situation developing while in flight.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0065 Conduct external load-lift operations

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 conduct external load-lifting operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for load-lifting operations, performing load-lifting operations, concluding load-lifting operations, and responding to external load operational emergencies and abnormal situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Prepare for load-lifting operations

- 1.1 External load characteristics and dimensions are determined and calculated
- 1.2 Aerial delivery equipment is prepared and checked as required in accordance with equipment manuals and publications
- 1.3 Helicopter cargo hook system is prepared and checked for correct operation
- 1.4 Aircraft safety hazards are identified using established procedures
- 1.5 Aircraft power availability is calculated
- 1.6 Wind speed and direction are determined
- 1.7 Approach and overshoot paths are determined
- 1.8 Load-lifting location and surrounds are checked for suitability
- 1.9 External load-lifting plan is developed and communicated to other crew members

2 Perform load-lifting operations

- 2.1 Helicopter is manoeuvred to external load-lifting point
- 2.2 Aircraft operational checks are conducted
- 2.3 External load is connected using appropriate operational method
- 2.4 Situational awareness of inflight load stability and aircraft flight performance is maintained
- 2.5 External load is released at nominated delivery point

3 Conclude load-lifting operations

- 3.1 Aerial delivery equipment is recovered as required
- 3.2 Aircraft external load hook equipment and control systems are secured and checked for serviceability

4 Respond to external load operational emergencies and abnormal situations

- 4.1 External load operational emergencies are identified, diagnosed and communicated

- 4.2** External load operational emergency or remedial actions are undertaken to maintain safety of flight

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 AVIY4051 Conduct external load-lift 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>

Assessment Requirements for AVIY0065 Conduct external load-lift operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- completing aerial delivery equipment assembly
- completing relevant documentation
- determining wind speed and direction
- identifying and using required communications technology
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating aerial delivery equipment
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- performing weight calculations
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- using communication skills for helicopter control
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- approach and overshoot considerations
- approved operational procedures and processes for different external load-lifting operations
- cargo hook system and aerial delivery equipment capabilities and limitations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter external load operations
- correct aerial delivery equipment configuration
- external load characteristics, including:
 - dangerous goods
 - dimensions
 - fragility
 - non-dangerous
 - rigging requirements
 - size
 - weight
- aerial delivery equipment, including:
 - cargo nets
 - chains
 - clevis assemblies
 - D rings
 - drogue chutes
 - firefighting buckets
 - hooks
 - lifting slings
 - pallets
 - pendant assemblies
 - rigging cordage
 - semi-rigid strops
 - shackles
 - single link assemblies
 - strops
 - swivel assemblies
- external load-lifting safety and configuration
- external load-lifting emergency procedures
- external load-lifting risk assessment principles
- external load-lifting verbal/non-verbal communication procedures
- external load operational emergencies and abnormal situations, including:
 - communications system failure
 - helicopter electrical or mechanical system failure or malfunction
 - inadvertent release of external load

- inflight external load instability
- helicopter capabilities and limitations
- aircraft safety hazards, including:
 - fauna
 - flora
 - man-made structures
 - meteorological conditions
 - other aircraft
 - ship structures and rigging
 - ship movements
 - smoke
 - terrain
- organisational policies and procedures for load-lifting operations
- practices concerning external load-lifting operations
- procedures and protocols for using communications systems during an emergency
- typical problems that may occur when conducting external load-lifting operations and appropriate action and solutions
- work health and safety (WHS) issues applicable to operations, aircraft and personnel safety.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0066 Conduct hoisting operations

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 conduct hoisting operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing for hoisting operations, performing hoisting operations, responding to hoisting emergencies and abnormal situations, and concluding hoisting operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare for hoisting operations

- 1.1 Hoisting equipment is prepared and checked
- 1.2 Helicopter safety hazards are identified using established procedures
- 1.3 Aircraft power availability is calculated
- 1.4 Wind speed and direction are determined
- 1.5 Approach and overshoot paths are determined
- 1.6 Hoisting location and surrounds are checked for suitability
- 1.7 Hoist is prepared and checked for correct operation
- 1.8 Hoisting operation plan is developed and communicated to flight crew

2 Perform hoisting operations

- 2.1 Helicopter is manoeuvred to the most appropriate hover position to perform safe hoisting operations
- 2.2 Hoisting accessories/equipment items are checked and attached to hoist hook
- 2.3 Aircraft operational/control checks are conducted as required
- 2.4 Flight crew situational awareness of hoisting operation and aircraft flight performance is maintained using appropriate voice and/or non-verbal communication procedures
- 2.5 Passengers are deployed/dispatched, monitored, retrieved and secured to achieve operational requirements
- 2.6 Stores are deployed/dispatched, monitored, retrieved and secured to achieve operational requirements
- 2.7 Aircraft hoist system is operated in accordance with equipment operating procedures

3 Respond to hoisting emergencies and abnormal situations

- 3.1 Hoisting emergencies and abnormal situations are identified, diagnosed and communicated to other flight crew

- | | | |
|---------------------------------------|------------|---|
| | 3.2 | Hoist emergency or remedial actions are undertaken to maintain safety of flight and/or to complete hoist operations |
| 4 Conclude hoisting operations | 4.1 | Hoisting accessories/equipment items are removed from hoist hook and stowed |
| | 4.2 | Hoist is secured and checked for serviceability |
| | 4.3 | Aircraft maintenance documentation is completed |

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 AVIY4054 Conduct hoisting 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>

Assessment Requirements for AVIY0066 Conduct hoisting operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying crew resource management (CRM) principles
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- applying relevant legislation and workplace procedures
- assembling hoisting equipment
- communicating effectively with others
- completing relevant documentation
- deploying and redeploying hoist cable to full length, including:
 - in-ground effect
 - out-of-ground effect
- determining wind speed and direction
- identifying and using required communications technology
- implementing contingency plans
- maintaining situational awareness
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with standard operating procedures (SOPs)
- operating hoist and associated primary and alternate hoist controls
- operating hoisting accessories
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- using communication skills for conning
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- abnormal/emergency situations and responses
- aircraft approach and overshoot considerations
- aircraft control voice and communications procedures
- aircraft safety, including day and night considerations
- approved operational procedures and processes for different hoisting operations
- aviation risk management processes
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter operations
- correct hoist and equipment configuration
- CRM principles
- helicopter capabilities and limitations
- hoisting equipment, including:
 - double lift harness
 - emergency slings
 - extension strop
 - hi-line transfer equipment
 - rescue litter
 - rescue net
 - rescue sling/strop
 - rope harness sling
 - single rescue sling
 - stretchers
 - transfer equipment and message bag
- hoisting operations, including:
 - hi-line transfer
 - litter kit/equipment deployment/redeployment
 - personnel deployment/redeployment
 - rescue equipment deployment/redeployment
 - stores deployment/redeployment
- hoist capabilities and limitations
- hoist emergency procedures, including:
 - aircraft electrical/mechanical failure
 - aircraft malfunction

- aircraft system failure
- communications equipment failure
- fouled cable
- fouled hoist
- hoist equipment malfunction
- hoistee incapacitation
- intercom system failure during hoisting operations
- operator incapacitation
- runaway hoist
- hoisting considerations within a range of operational environments, including:
 - bushfire affected areas
 - confined areas
 - forest/bush
 - mountainous areas
 - over water
 - over land
 - pinnacles
 - ship/boat transfers
- meaning of non-verbal communications signals relevant to aircraft hoist configuration, including:
 - aircraft go-around
 - all clear
 - boom in/out
 - cease movement
 - come up/down
 - emergency descent
 - hoist in/out
 - hoist up/down
 - move left/right
 - ready to be hoisted
 - stop hoisting
- organisational policy and procedures for conducting hoisting operations
- typical problems that may occur and actions and appropriate solutions
- work health and safety (WHS) issues applicable to hoisting operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0067 Conduct airborne extraction operations

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 conduct airborne extraction operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing helicopter and personnel for airborne extraction, performing airborne extraction operations, and responding to airborne extraction emergencies and abnormal situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Prepare helicopter and personnel for airborne extraction

- 1.1 Helicopter and airborne extraction equipment are checked to determine serviceability
- 1.2 Extraction zone characteristics and dimensions are determined and calculated
- 1.3 Extraction personnel characteristics are considered in scope of mission planning
- 1.4 Crew is briefed during mission brief
- 1.5 Airborne extraction supervisor is briefed
- 1.6 Static ground rehearsals are conducted with personnel and equipment

2 Prepare for airborne extraction

- 2.1 Extraction equipment is attached and checked for security
- 2.2 Helicopter safety hazards are communicated using workplace procedures
- 2.3 Extraction checks are conducted prior to extraction equipment deployment
- 2.4 Wind speed and direction are communicated
- 2.5 Approach and overshoot paths are communicated

3 Perform airborne extraction operations

- 3.1 Helicopter is manoeuvred to extraction point
- 3.2 Extraction equipment is deployed in accordance with workplace procedures
- 3.3 Personnel are supervised and directed to attach to extraction equipment in accordance with workplace procedures
- 3.4 Situational awareness of extraction position and aircraft flight performance is maintained
- 3.5 Progress of extraction operation is communicated
- 3.6 Personnel are directed to detach from extraction equipment

- | | |
|---|--|
| 4 Respond to airborne extraction emergencies and abnormal situations | 4.1 Airborne extraction emergencies and abnormal situations are identified, diagnosed and communicated |
| | 4.2 Airborne extraction emergency or remedial actions are undertaken to maintain safety of flight and personnel |

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 AVIY4055 Conduct airborne extraction 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>

Assessment Requirements for AVIY0067 Conduct airborne extraction operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- attaching and security checking extraction equipment
- briefing crew and supervisor in accordance with workplace procedures
- communicating extraction operation progress in accordance with workplace procedures
- communicating helicopter safety hazards, wind speed and direction, approach and overshoot paths
- communicating to pilot, information relevant to aircraft vertical/horizontal position
- completing airborne extraction equipment pre-flight serviceability checks
- completing relevant documentation
- determining and calculating extraction zone characteristics and dimensions
- determining wind speed and direction
- directing personnel to attach and detach from extraction equipment in accordance with workplace procedures
- following relevant legislation and workplace procedures
- identifying, communicating and diagnosing airborne extraction emergencies in accordance with workplace procedures
- implementing contingency plans
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in communications equipment in accordance with established procedures
- performing operational personnel/equipment weight calculations
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and applying relevant regulations, legislation, policies and procedures
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with established procedures
- taking actions in a remedial and/or emergency situation in accordance with aircraft flight

- manuals, organisational policy and workplace procedures
- using communication skills for helicopter control
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- extraction personnel characteristics, including:
 - experience of personnel (advanced and beginners)
 - size
 - variations in extraction equipment to be worn
 - weight
- airborne extraction emergency procedures
- airborne extraction supervisor, including:
 - airborne team leader
 - airborne safety officer
 - aircrewman
 - chalk commander
 - drop master
 - loadmaster
 - observer
 - rescue crewman
- airborne extraction equipment capabilities, correct configuration and limitations, including:
 - attachment devices
 - caving ladder
 - eye goggles
 - head protection
 - hearing protection
 - rappelling attachment device
 - rappelling gloves
 - rappelling harness
 - suspended extraction ropes
- airborne extraction risk management processes
- airborne extraction safety and configuration
- airborne extraction verbal/non-verbal communication procedures
- aircraft earthing procedures
- approved operational procedures and processes for different airborne extraction operations

- helicopter approach and overshoot considerations
- helicopter capabilities and limitations as defined in aircraft publications/documentation
- helicopter safety hazards, including:
 - fauna
 - flora
 - foreign object damage (FOD)
 - loss of visual reference
 - man-made structures
 - meteorological conditions
 - other aircraft
 - ship movements
 - ship structures and rigging
 - smoke
- procedures and protocols for using communication systems during an emergency
- airborne extraction emergencies, including:
 - aircraft emergencies
 - extraction equipment/extracted personnel snagged in trees/obstacles
 - extraction equipment malfunction
 - extracted personnel unable to detach from rope
- relevant regulations, legislation, organisational policy and procedures
- typical problems that may occur when conducting airborne extraction operations, and appropriate actions and solutions
- work health and safety (WHS) issues applicable to extraction operations, aircraft and personnel safety.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIY0068 Conduct airborne rappelling operations

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 conduct airborne rappelling operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes preparing helicopter and personnel for airborne rappelling operations, preparing for airborne rappelling operations, performing airborne rappelling operations, and responding to airborne rappelling emergencies and abnormal situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Prepare helicopter and personnel for airborne rappelling operations

- 1.1 Helicopter and airborne rappelling attachment device are pre-flight checked to determine serviceability
- 1.2 Airborne rappelling location and surrounds are assessed for suitability
- 1.3 Rappelling personnel characteristics and operational variations are considered in scope of mission planning
- 1.4 Crew is briefed during mission brief
- 1.5 Airborne rappelling supervisor is briefed
- 1.6 Static ground rehearsals are conducted with personnel and equipment
- 1.7 Fitness of rappelling personnel to complete task is confirmed in accordance with established procedures

2 Prepare for airborne rappelling operations

- 2.1 Ropes are attached to airborne rappelling attachment device and are checked for security
- 2.2 Rappellers are restrained in aircraft prior to take-off
- 2.3 Fitting of rappeller personnel protective equipment is checked
- 2.4 Deployment checks are conducted prior to rope deployment
- 2.5 Helicopter safety hazards are communicated using workplace procedures
- 2.6 Wind speed and direction are communicated to relevant personnel
- 2.7 Approach and overshoot paths are communicated to relevant personnel

3 Perform airborne rappelling operations

- 3.1 Helicopter is manoeuvred to rappelling point
- 3.2 Ropes and rappellers are deployed in accordance with workplace procedures
- 3.3 Situational awareness of rappelling position and aircraft

- flight performance is maintained
- 3.4 Rappelling ropes are recovered or released as required
 - 3.5 Clearance for aircraft departure is provided by airborne rappelling dispatcher at completion of deployment
- 4 Respond to airborne rappelling emergencies and abnormal situations**
- 4.1 Airborne rappelling emergencies and abnormal situations are identified, diagnosed and communicated to relevant personnel
 - 4.2 Airborne rappelling emergency or remedial actions are undertaken to maintain safety of flight and personnel

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 AVIY4056 Conduct airborne rappelling 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>

Assessment Requirements for AVIY0068 Conduct airborne rappelling operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate identified hazards
- assessing suitability of airborne rappelling location and surrounds, including:
 - single or multiple rappellers
 - basic airborne rappelling
 - advanced airborne rappelling
 - airborne fast roping
- attaching and security checking ropes to airborne rappelling device
- briefing crew and airborne rappelling supervisor in accordance with workplace procedures
- communicating helicopter safety hazards, wind speed and direction, approach and overshoot paths
- communicating rappelling operation progress in accordance with workplace procedures
- completing airborne rappelling attachment device pre-flight serviceability checks
- completing relevant documentation
- conducting deployment checks prior to rope deployment
- conducting fitting checks of rappeller personnel protective equipment (PPE) in accordance with established procedures
- conducting serviceability pre-flight checks of helicopter and airborne rappelling attachment device
- deploying ropes and rappellers, and recovery/release of ropes in accordance with workplace procedures
- determining wind speed and direction
- following relevant legislation and workplace procedures
- identifying, communicating and diagnosing rappelling emergencies in accordance with workplace procedures
- implementing contingency plans
- monitoring work activities in terms of planned schedule
- operating airborne rappelling attachment device
- operating and adapting to differences in communications equipment in accordance with

- established procedures
- performing weight calculations
- planning own work, predicting consequences and identifying improvements
- providing clearance for aircraft departure once all ropes are clear or secured
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with established procedures
- taking actions in a remedial and/or emergency situation in accordance with aircraft flight manuals, organisational policies and workplace procedures
- using communication skills for helicopter control
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- rappelling personnel characteristics, including:
 - experience of personnel (advanced and beginners)
 - size
 - variations in rappelling equipment to be worn
 - weight
- airborne rappelling attachment device capabilities and limitations
- airborne rappelling supervisor, including:
 - airborne team leader
 - airborne safety officer
 - aircrewman
 - chalk commander
 - drop master
 - loadmaster
 - observer
 - rescue crewman
- airborne rappelling equipment, including:
 - attachment devices
 - eye goggles
 - fast ropes
 - head protection
 - hearing protection

- rappelling attachment device
- rappelling gloves
- rappelling harness
- rappelling ropes
- airborne rappelling emergency procedures, including:
 - aircraft emergencies
 - rappelling equipment/personnel snagged in trees/obstacles
 - rappelling equipment malfunction
 - rappelling personnel unable to detach from rope/s
- airborne rappelling risk assessment principles
- airborne rappelling techniques
- airborne rappelling verbal/non-verbal communication procedures
- approved operational procedures and processes for different airborne rappelling operations
- correct airborne rappelling safety equipment configuration
- helicopter approach and overshoot considerations
- helicopter capabilities and limitations as defined in aircraft publications/documentation
- procedures and protocols for using communication systems during an emergency
- relevant regulations, legislation, organisational policy and procedures
- typical problems that may occur when conducting airborne rappelling operations, and appropriate actions and solutions
- work health and safety (WHS) issues applicable to rappelling operations, aircraft and personnel safety
- helicopter safety hazards, including:
 - fauna
 - flora
 - foreign object damage (FOD)
 - loss of visual reference
 - man-made structures
 - meteorological conditions
 - other aircraft
 - ship movements
 - ship structures and rigging
 - smoke
 - terrain.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0069 Pilot a helicopter during external load operations

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 pilot a helicopter during external load operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes planning and preparing for external load operations, conducting pre-flight briefings, and operating the helicopter during external load operations. It also includes managing abnormal and emergency situations, and conducting post-flight activities.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Plan and prepare for external load operations

- 1.1** External load tasking requirements are identified
- 1.2** External load is secured, stabilised and rigged in accordance with workplace procedures
- 1.3** External load procedures, equipment and personnel required for task are determined
- 1.4** Helicopter performance data is interpreted and calculated to ensure suitability of aircraft for external load operations
- 1.5** Outbound and return flight routes are planned
- 1.6** Secure and stable load preparations are arranged
- 1.7** Load-lifting equipment strength and suitability are assessed

2 Conduct pre-flight briefings

- 2.1** Requirements of load task are explained and confirmed
- 2.2** Personnel responsible for inspecting load-lifting equipment for serviceability and security are identified
- 2.3** Communication and hook-up procedures are explained
- 2.4** Hook-up person and hook-up procedure are specified
- 2.5** Departure, transit, approach, termination and load release procedures are explained
- 2.6** Emergency procedures are explained and confirmed
- 2.7** Pilot vertical reference (long line) procedure is explained
- 2.8** Crew and ground support personnel are briefed on all aspects of external load operation
- 2.9** Seating is adjusted to ensure full exercise of flight controls and ability to scan instrument panel
- 2.10** Helicopter performance data is interpreted and calculated to ensure suitability of aircraft for operations

- 2.11** Aircraft is configured for external load operations and security of internal equipment is arranged as required
- 3 Operate helicopter**
 - 3.1** Functional and safety checks on role equipment are performed and defects reported
 - 3.2** Fuel and cargo load combinations to achieve task are calculated
 - 3.3** Adequacy of power margin and directional control are determined
 - 3.4** Stable hover over load during hook-up/delivery procedures is maintained
 - 3.5** External load is lifted and transported to a separate location and placed at a specified position
 - 3.6** External load is monitored and appropriate actions taken to ensure load security and stability during flight
- 4 Manage abnormal and emergency situations**
 - 4.1** Helicopter control is maintained
 - 4.2** Abnormal and/or emergency situations are identified and managed
 - 4.3** Load is jettisoned when flight safety is compromised or load stability is uncontrollable
- 5 Conduct post-flight activities**
 - 5.1** Operating procedures and outcomes of flight are reviewed and analysed
 - 5.2** Effectiveness, efficiency and performance of equipment are analysed and reported
 - 5.3** Inspection, servicing and stowage of equipment are organised

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 AVIY4058 Pilot a helicopter during external load 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>

Assessment Requirements for AVIY0069 Pilot a helicopter during external load operations

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant helicopter aeronautical knowledge
- communicating effectively with others
- completing relevant documentation
- following relevant legislation and workplace procedures
- identifying and assessing vertical, horizontal and relative spatial distances in relation to aircraft fuselage, rotor system, mission and/or operational stores and equipment with regard to potential obstacles to flight safety
- identifying and correctly using equipment required when operating a helicopter during external load operations
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting hover performance and power available/power required from graphs/charts
- maintaining situational awareness
- managing abnormal and emergency situations, including:
 - load instability:
 - controllable
 - uncontrollable
 - inadvertent load release
 - single-engine failure (single/multi-engine)
 - double-engine failure (multi-engine only)
 - external load aircraft system failure
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing external load scan techniques

- preparing and rigging sling load, including all sub-tasks in accordance with workplace procedures and the aircraft flight manual (AFM)/pilot's operating handbook (POH)
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor helicopter performance during external load operations
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- aerial delivery equipment inspection, operation, safe working loads and limitations
- aerial inspections for external load operations
- aircraft dimensions
- aircraft performance calculations (for all phases of flight)
- awareness of load rigging and preparation for flight
- cargo hook limitations, problems and hazards
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to helicopter external load operations
- communication procedures and terminology applicable to external load operations
- control effectiveness in all phases of flight
- engine performance checks for helicopter type to be flown
- external load operational planning and risk control
- external load operations on, or in vicinity of, non-controlled and controlled aerodromes or airstrips
- flight rules applicable to external load operations
- hazards that exist and problems that can occur when operating an aircraft during external load operations
- helicopter dimensions and operating weights, including:
 - helicopter landing site (HLS) requirements
 - all up weight (AUW)
 - maximum all up weight (MAUW)
- human factors applicable to external load operations, including:
 - dehydration and its impact on pilot cognitive function and reaction time
 - fatigue and its impact on pilot cognitive function and situational awareness

- stress and its short-term and long-term impact
- drugs (particularly over the counter) impact on pilot cognitive function, reaction time and coordination
- spatial disorientation and illusions:
 - night external load operations
- in a Defence context, relevant Defence Orders and Instructions
- internal and external load limitations for helicopter type to be flown
- load rigging and preparation for flight
- low-level flight techniques for external load operations
- meteorological requirements for external load operations
- operational planning requirements for external load operations, including:
 - pre-flight and after-flight inspections
 - operational inspections
- principles of aerodynamics
- privileges and limitations of a low-level rating
- procedures to address problems associated with a helicopter during external load operations
- relevant sections of CASRs and Civil Aviation Orders
- relevant WHS and environmental procedures and regulations
- vertical reference (long line) operation procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0072 Operate a multi-engine aeroplane

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 operate a multi-engine aeroplane in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes operating a multi-engine aeroplane in all phases of flight, managing an engine failure/malfunction in flight and managing an engine failure/malfunction after take-off. It also includes performing a rejected take-off, managing an engine failure/malfunction during approach/landing, and conducting a go-around or missed approach with an engine failure.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Operate a multi-engine aeroplane in all phases of flight | <p>1.1 Normal operations of multi-engine aeroplane type on the ground and in flight are conducted in accordance with the aircraft flight manual (AFM), pilot's operating handbook (POH) and company operating procedures</p> <p>1.2 Asymmetric operations for all phases of flight are anticipated and contingencies are planned</p> <p>1.3 Plan of action is self-briefed or briefed to crew members to ensure safest outcome in asymmetric operations</p> |
| 2 Manage engine failure/malfunction in flight | <p>2.1 Control of aeroplane is maintained and/or regained during implementation of emergency response procedures</p> <p>2.2 Failed/malfunctioning engine is identified and confirmed</p> <p>2.3 Power set on serviceable engine/s and aeroplane configuration is adjusted to achieve desired aeroplane performance</p> <p>2.4 Failed/malfunctioning engine is managed</p> <p>2.5 Indicated airspeed is maintained above minimum controllable airspeed (V_{mca})</p> <p>2.6 Air traffic control (ATC) or another agency capable of assistance is advised of situation and intentions</p> <p>2.7 Recovery or diversion to appropriate aerodrome is evaluated and conducted</p> |
| 3 Manage engine failure/malfunction after take-off | <p>3.1 Engine failure/malfunction is managed after take-off while control of aircraft flight path is maintained</p> <p>3.2 Initial climb not less than best engine out angle of climb speed (V_X) or best engine out rate of climb speed (V_Y) until clear of obstacles, then V_Y is maintained</p> <p>3.3 Recovery or diversion to appropriate aerodrome is evaluated and conducted</p> |
| 4 Perform rejected take-off | 4.1 Take-off is aborted prior to speed beyond which take-off can no longer be safely aborted (V_1) or at a decision point during take-off where abort procedure can be |

- initiated and aeroplane stopped on remaining runway/stopway
- 4.2 Power is reduced smoothly and promptly
 - 4.3 Spoilers, prop fine/reverse, thrust reverse, wheel brakes and other drag and braking devices are activated
 - 4.4 Positive control is maintained to bring aeroplane to a safe stop
 - 4.5 Engine failure procedures and/or checklists are initiated and completed
- 5 Manage engine failure/malfunction during approach/landing**
- 5.1 Control of aeroplane flight path is maintained during implementation of emergency response procedures
 - 5.2 Engine inoperative approach is performed
 - 5.3 Decision is made to continue or abort approach/landing
 - 5.4 Decision height for landing is nominated
 - 5.5 ATC or other agency capable of providing assistance is advised of situation and intentions
 - 5.6 Smooth, positively-controlled flight profile is flown, from which a controlled landing could be achieved
 - 5.7 Positive directional control is maintained and cross-wind corrections are applied during after-landing roll while maintaining centreline within tolerances
 - 5.8 Spoilers, prop reverse, thrust reversers, wheel brakes, and other drag or braking devices are applied to bring airplane to a safe stop after landing
- 6 Conduct go-around or missed approach with engine failure**
- 6.1 Engine failure in a multi-engine aeroplane during a go-around or missed approach is identified and confirmed
 - 6.2 Control of aeroplane flight path is maintained during implementation of emergency response procedures
 - 6.3 Engine inoperative go-around is performed from decision height

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 AVIY5023 Operate a multi-engine aeroplane.

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>

Assessment Requirements for AVIY0072 Operate a multi-engine aeroplane

Modification History

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, 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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeroplane aeronautical knowledge
- applying relevant air safety practices and regulations
- applying relevant legislation and workplace procedures
- calculating accelerate/stop distance
- calculating fuel flow and true airspeed with one engine inoperative
- calculating initial rate of climb and climb gradient for one engine inoperative after take-off
- calculating point no return (PNR) and equi time point (ETP)/critical point (CP) for one engine inoperative with maximum fuel
- calculating the speed beyond which take-off can no longer be safely aborted (V1) for any specified take-off conditions
- communicating effectively with others
- completing relevant documentation
- controlling and managing aeroplane during flight with failed engine/s in accordance with the aircraft flight manual (AFM)/pilot's operating handbook (POH)
- determining if range of aeroplane increases or decreases following an engine failure
- extracting, calculating and applying all performance information applicable to aeroplane
- identifying and correctly using equipment required to operate a multi-engine fixed wing aeroplane
- identifying critical/malfunctioning engine correctly
- identifying, and managing emergency and abnormal situations while maintaining control of the aeroplane
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining compliance with relevant regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action

- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- setting priorities and managing workload to ensure safe task completion in the time available
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- airspeed limitations, including:
 - velocity normal operations – V_{no}
 - velocity acceleration – V_a
 - velocity best angle of climb – V_x
 - velocity best rate of climb – V_y
 - velocity never exceed – V_{ne}
 - maximum flap extended speed – V_{fe}
 - velocity landing gear operations – V_{lo}
 - velocity landing gear extended – V_{le}
 - velocity landing gear down – V_{lo2}
 - maximum cross-wind
 - turbulence penetration speed
 - maximum load factor
- conditions that would increase take-off decision speed
- emergency airspeeds, including:
 - velocity minimum control speed – V_{mca}
 - velocity safe single engine – V_{sse}
 - engine/s inoperative climb
 - approach and final speed
 - emergency descent
 - best glide range speeds
- emergency procedures, including:

- engine failure after take-off
- engine fire on the ground and airborne
- engine failure in the cruise
- waste gate failure
- propeller/turbine over-speed
- in a Defence context, relevant Defence Orders and Instructions
- markings on airspeed indicator that apply to failed engine operations
- methods of regaining control of an aeroplane with a failed engine that is flying at a speed less than V_{mca}
- normal and cross-wind take-off and landing procedures, including:
 - climb
 - cruise
 - descent procedures, including, airspeeds, configurations and method of drift allowance
 - setting of flight instruments
 - abnormal/emergency procedures
- other abnormal or emergency items as contained in the AFM/POH
- performance the aeroplane can achieve after reaching best rate of climb (V_y) or take off safety speed V_2 during asymmetric flight
- power, flight and configuration requirements that apply to V_{mca}
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- relevant WHS procedures and regulations
- safety implications of asymmetric flight below V_{mca}
- technique and procedure for carrying out a rejected take-off after engine/system/s failure/warnings, including related safety factors
- techniques and procedures used during engine failure on take-off, appropriate reference airspeeds, and specific pilot actions required
- techniques and procedures used to conduct an asymmetric go-around or missed approach during engine failure on take-off, appropriate reference airspeeds and specific pilot actions required.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0073 Operate aircraft in the traffic pattern at night

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 application of skills and knowledge required to operate an aircraft in the traffic pattern at night in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes controlling aircraft on the ground, activating pilot activated lighting (PAL) and taking off at night. It also includes managing emergency situations at night, performing a go-around, and landing at night, with and without the use of aircraft landing lights.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Control aircraft on the ground

- 1.1** Instrument and cockpit lighting are adjusted to an appropriate level for taxiing
- 1.2** Air traffic control (ATC) instructions and manoeuvres of an aircraft on the ground at night within the approved movement area as defined by aerodrome ground lighting, are complied with
- 1.3** Aircraft lighting to identify obstructions, other aircraft, and taxiway and runway limits is used as required
- 1.4** Aircraft is taxied at a speed that allows for an adequate lookout to be maintained to avoid obstructions

2 Activate PAL

- 2.1** Appropriate radiotelephone frequency is utilised to activate PAL system when within radio range
- 2.2** PAL system is activated using appropriate transmit sequence
- 2.3** Wind indicator lighting is monitored to determine end of activation period

3 Take off at night

- 3.1** Aircraft is lined up correctly in centre of runway in take-off direction
- 3.2** Line-up checks appropriate to night take-off are completed
- 3.3** Take-off by reference to flare path/runway lighting and aircraft instruments is executed
- 3.4** Aircraft is rotated at manufacturer recommended speed
- 3.5** Aircraft control and climb attitude is completed solely by reference to instruments
- 3.6** Alignment with runway by visual reference and lookout is established and maintained
- 3.7** Post-departure checks are performed at a safe height after take-off

4 Manage emergency situations at night

- 4.1** Control of aircraft flight path is maintained during implementation of emergency response procedures

- | | | |
|----------|---|---|
| | 4.2 | Emergency situation is managed in accordance with the aircraft flight manual (AFM), pilot's operating handbook (POH) and aeronautical information publication (AIP) |
| | 4.3 | Electrical lighting and power sources are monitored |
| | 4.4 | Electrical lighting and power source emergency procedures are implemented as required |
| 5 | Perform a go-around | |
| | 5.1 | Need to conduct a go-around is recognised |
| | 5.2 | Go-around is performed from any point on base and final approach legs |
| 6 | Land at night, with and without the use of aircraft landing lights | |
| | 6.1 | Circuit entry and pattern are performed with reference to runway environment |
| | 6.2 | Safe altitude is maintained by reference to aircraft instruments and runway lighting |
| | 6.3 | Aircraft is safely landed at night with and without landing lights |
| | 6.4 | After landing checks are performed |

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 AVIY5024 Operate aircraft in the traffic pattern at night.

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>

Assessment Requirements for AVIY0073 Operate aircraft in the traffic pattern at night

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using equipment required while operating an aircraft in the traffic pattern at night
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- utilising fault finding for system failures
- utilising secondary lighting and power sources
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to night visual flight operations
- causes that may aggravate vestibular disorientation, including:
 - somatogravic illusions
 - somatogyral illusions and ‘graveyard spiral’
 - coriolis effect
 - leans
- circumstances that aggravate vestibular disorientation and how to overcome them
- colours and patterns of aerodrome lighting, including:
 - permanent threshold light
 - runway threshold identifications lights
 - displaced threshold lighting
 - runway edge lighting
 - runway end lighting
 - runway centreline lighting
 - obstacle lighting
- communications equipment checks
- conditions and causes under which visual illusions may occur, including:
 - false horizons
 - visual-cue illusions
 - relative motion illusions
 - flicker effect
 - black hole illusion
 - autokinesis
- electrical system management as recommended in the applicable aircraft flight manual (AFM)/pilot’s operating handbook (POH)
- fuel tank capacity and range
- human factors and physiological limitations for conducting operations at night
- identification of aerodromes with standby power
- light signals used in the circuit area at night
- method of activating an aerodrome frequency response unit (AFRU) with pilot activated lighting (PAL) options
- method of activating PAL
- night circuit procedures
- night visual flight rules (NVFR) legislation, including:
 - privileges and limitations of the rating
 - minimum NVFR aircraft equipment requirements

- aircraft landing area/helicopter landing site (ALA/HLS) dimension and lighting requirements
- NVFR operations, including:
 - principles of operations, limitations and errors for the radio navigation systems used
 - flight planning/notification requirements, including lower safe altitude (LSALT), weather, fuel and lighting
 - requirements for departure and descent for clearance from terrain
 - alternate aerodrome planning requirements
 - operation of PAL
 - air traffic control (ATC) procedures relevant to NVFR operations
- operation and use of a visual approach slope indicator (VASI) and pilot approach path indicator (PAPI) system
- PAL system warning indications that lights are about to be extinguished
- procedures for operating electronic communications equipment
- requirements for completing relevant documentation
- time that PAL remains illuminated
- vestibular systems, namely the semicircular canals and otoliths, in helping the pilot maintain orientation.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

For aircraft in the helicopter category, taking off at night requires the following additional assessment:

- accelerating helicopter in take-off direction on a prescribed track
- recognising and controlling translational lift
- executing take-off by reference to flare path/runway lighting or HLS lighting and aircraft instruments
- applying climb power and adjusting aircraft attitude to maintain climb speed appropriate to obstacle clearance requirements
- aligning helicopter landing gear with planned take-off direction until point at which balanced flight is required
- retracting undercarriage at a safe height and airspeed

- trimming and balancing helicopter.

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>

AVIY0074 Perform non-published instrument departure procedures

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 perform non-published instrument departure procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining applicable standards for an instrument departure and taking off and climbing to cruising altitude/level under the instrument flight rules (IFR) (non-standard instrument departure [SID]/standard radar departure [SRD]).

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Determine applicable standards for an instrument departure (non-SID/SRD)

1.1 Standard take-off minima are determined in accordance with the aerodrome using aeronautical information publication (AIP)

1.2 Departure is planned to ensure aircraft can maintain obstacle and terrain clearance after take-off and during climb to lowest safe altitude (LSALT)

1.3 Ceiling minima is increased and/or track is planned to ensure terrain clearance is maintained, as required

2 Take off and climb to cruising altitude/level under the IFR (non-SID/SRD)

2.1 Appropriate checklist items are completed and confirmed to ensure aircraft systems applicable to instrument take-off are operating correctly

2.2 Radios, navigation aids and flight instruments are set to desired setting prior to initiating take-off

2.3 Track, altitude requirements and emergency procedures are reviewed and briefed for an instrument departure

2.4 Climb to cruising altitude/level after take-off is achieved

2.5 Obstacle and terrain clearance is maintained below LSALT while intercept track is maintained within five nautical miles (nm) of departure aerodrome

2.6 Transitions from visual meteorological conditions (VMC) to actual or simulated instrument meteorological conditions are performed without loss of aircraft control

2.7 Radio transmissions are performed in accordance with AIP requirements

2.8 Separation from other traffic is maintained

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 AVIY5027 Perform non published instrument departure procedures.

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>

Assessment Requirements for AVIY0074 Perform non-published instrument departure procedures

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating standard take-off minima
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using equipment required to perform a non-published instrument departure
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise workload
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- conditions required to effect at take-off with no meteorological forecast
- content and timing of airborne and departure reports
- non-published instrument departure procedures
- obstacle and terrain clearance requirements after take-off and during the climb to lowest safe altitude (LSALT)
- pilot responsibility in an instrument flight rules (IFR) visual departure
- procedures for abnormal operations and/or emergencies
- procedures for loss of radio communication
- requirement for establishing aircraft on departure track
- take-off minima for single or multi-engine aircraft at aerodromes without suitable instrument departure procedures
- transponder code requirements for the flight.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0075 Perform published instrument departure procedures

Modification History

Release 3. This is the third release of this unit of competency in the AVI Aviation Training Package. Knowledge Evidence criteria errors corrected to reflect endorsed product.

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package. Performance Evidence criteria errors corrected to reflect endorsed product.

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 perform published instrument departure procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining applicable standards for an instrument departure using published procedures, and taking off and climbing to cruising level using published procedures (standard instrument departure [SID]/standard radar departure [SRD]).

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Determine applicable standards for an instrument departure using published procedures

1.1 Standard take-off minima are determined for the aerodrome in accordance with aeronautical information publication (AIP)

1.2 Plan is developed to ensure obstacle clearance requirements for take-off area

1.3 Aircraft performance is calculated to ensure minimum design climb gradient of SID or SRD and any additional specified gradients can be achieved

2 Take off and climb to cruising level using published procedures

2.1 Appropriate checklist items are completed and confirmed to ensure aircraft systems applicable to instrument take-off are operating correctly

2.2 Radios, navigation aids/systems and flight instruments are set to desired setting prior to initiating take-off

2.3 Track, altitude requirements and emergency procedures for SID or SRD are reviewed and self-briefed or briefed to flight crew

2.4 Climb to cruising altitude/level after take-off is achieved from standard take-off ceiling

2.5 Obstacle and terrain clearance is maintained while below lowest safe altitude (LSALT)/minimum safe altitude (MSA) to intercept track in accordance with SID or SRD requirements

2.6 Transitions from visual meteorological conditions (VMC) to actual or simulated instrument meteorological conditions are performed without loss of aircraft control

2.7 Radio transmissions are performed in accordance with AIP 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 AVIY5028 Perform published instrument departure procedures.

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>

Assessment Requirements for AVIY0075 Perform published instrument departure procedures

Modification History

Release 3. This is the third release of this unit of competency in the AVI Aviation Training Package. Knowledge Evidence criteria errors corrected to reflect endorsed product.

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package. Performance Evidence criteria errors corrected to reflect endorsed product.

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- calculating standard take-off minima
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting a standard instrument departure (SID) or standard radar departure (SRD) chart
- interpreting and following operational instructions and prioritise workload
- maintaining assigned SID/SRD, including all tracks, headings, altitudes and speeds
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing a cleared departure safely and maintaining tracks, headings, altitudes and speeds within specified tolerances
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS

standards

- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- conditions required to affect a take-off with no meteorological forecast
- pilot responsibilities if SID or SRD tracking and performance requirements cannot be met
- pilot responsibilities when SID or SRD clearance is given or cancelled
- procedures for abnormal operations and/or emergencies during SID, including navigation aid failure
- procedures for loss of radio communication during SID or SRD
- radio report requirements to be made in SID or SRD
- SID and SRD procedures and limitations
- SID and SRD tracking and performance requirements, and flight parameters assumed of aircraft
- take-off minima for single and twin-engine aircraft for aerodromes with relevant instrument approach procedures.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0076 Perform visual circling approach

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 perform a visual circling approach in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes determining minima applicable for visual circling for specified instrument approaches, conducting visual circling procedure following instrument approach using appropriate visual cues, and conducting a missed approach from visual circling.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Determine minima applicable for visual circling for specified instrument approach

1.1 Requirement to conduct a circling approach in accordance with aeronautical information publication (AIP) is determined

1.2 Ceiling and visibility minima are determined for circling approach appropriate for instrument approach procedure and category of aircraft being used in accordance with applicable instrument approach charts

2 Conduct visual circling procedure following instrument approach, using appropriate visual cues

2.1 Circling procedures are planned and briefed in relation to runway position relative to aircraft as it will appear to pilot when approaching minima

2.2 Circling approach is conducted in accordance with AIP

2.3 Aircraft is controlled and maintained within altitude limitations by reference to instruments

2.4 Aircraft position is controlled and maintained using visual cues

2.5 Lookout is maintained using a systematic scan technique at a rate determined by traffic density, visibility or terrain

3 Conduct missed approach from visual circling

3.1 Conditions requiring a missed approach are recognised and missed approach procedure is initiated

3.2 Aircraft is manoeuvred to missed approach point (MAPt) and a missed approach procedure is conducted in accordance with applicable instrument approach chart

3.3 Obstacle clearance in instrument meteorological conditions (IMC) is maintained

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 AVIY5033 Perform visual circling approach.

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>

Assessment Requirements for AVIY0076 Perform visual circling approach

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- calculating ceiling and visibility minima for circling approach
- communicating effectively with others
- completing relevant documentation
- determining circling area applicable to aircraft performance category being flown
- determining obstacle clearance requirements in circling area
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting instrument approach charts
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- briefing requirements for a circling approach
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- conditions under which a circling approach must be discontinued and a missed approach initiated
- emergency procedures
- how to calculate ceiling and visibility minima for a circling approach
- how to determine circling area applicable to aircraft performance category being flown
- how to determine minima applicable for visual circling for specified instrument approaches
- how to determine obstacle clearance requirements in circling area
- procedure to conduct a missed approach from any nominated point within circling area on a specified approach
- procedures for adjusting controls to optimise equipment operation
- recall when an aircraft may descend below the minimum descent altitude (MDA) by day and night
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements for completing relevant documentation.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0077 Conduct a 2D non-directional beacon instrument approach

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 conduct a 2D instrument approach using the non-directional beacon (NDB) procedure in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting approach and determining applicable minima and monitoring aid signal integrity. It also includes conducting initial approach, holding pattern, instrument approach and missed approach procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Select approach and determine applicable minima

1.1 Current instrument approach and landing (IAL) chart for the NDB approach to be flown is selected

1.2 IAL is reviewed and briefed to flight crew in relation to directing entry to the approach, lowest safe altitude (LSALT) or minimum safe altitude (MSA) is maintained prior to entry and tracks, distances, timing and descent limitations are maintained for the approach

1.3 Fuel availability and latest divert time procedures are enacted as required

2 Monitor aid signal integrity

2.1 NDB to be used for selected approach is tuned and identified

2.2 Morse code identification and NDB indications are monitored throughout selected approach to ensure signal integrity

3 Conduct initial approach

3.1 Altimeter is set to appropriate QNH

3.2 Aircraft is manoeuvred to holding fix on an inbound track and at or above route MSA or LSALT is maintained in accordance with aeronautical information publication (AIP) requirements, using the NDB

4 Conduct holding pattern

4.1 Aircraft holding pattern from the holding fix at or above LSALT or MSA is entered in accordance with specified sector entry

4.2 Holding pattern is performed in accordance with AIP, using the NDB

5 Conduct instrument approach procedure

5.1 Altimeter QNH is updated and set prior to approach commencement

5.2 Instrument approach is conducted in accordance with tolerances specified in AIP using the NDB

5.3 Landing runway is identified

5.4 After establishing visual reference, a visual circling or

runway approach is conducted for a landing on selected runway in accordance with AIP

6 Conduct missed approach procedure

- 6.1** Conditions requiring a missed approach are recognised and missed approach is initiated
- 6.2** Aircraft is manoeuvred to missed approach point (MAPt)
- 6.3** Missed approach procedure is conducted in accordance with the IAL chart
- 6.4** Obstacle clearance in instrument meteorological conditions (IMC) is maintained

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 AVIY5034A Perform non-directional beacon (NDB) instrument approach.

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>

Assessment Requirements for AVIY0077 Conduct a 2D non-directional beacon instrument approach

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining conditions permitting descent below minima
- determining non-directional beacon (NDB) approach procedure applicable minima for aircraft
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting NDB instrument approach procedure chart
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- 2D instrument approach procedures and limitations, including:
 - initial approach
 - holding pattern
 - instrument approach procedure
 - missed approach procedures
 - instrument approach procedures and limitations
- abnormal operations and/or emergency procedures for an NDB approach, including navigation aid failure
- aid signal integrity monitoring techniques
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards Schedule (MOS) 3 Aeronautical Knowledge relevant to instrument flight operations
- emergency procedures
- how to operate electronic communications equipment
- loss of radio communication during an NDB approach procedure
- minimum obstacle clearance criteria during an NDB approach procedure/missed approach procedure
- procedure for joining the circuit from an NDB approach procedure
- procedures for adjusting controls to optimise equipment operation
- procedures for managing and controlling hazardous situations
- radio procedures for an NDB approach
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements for completing relevant documentation
- sector entry joining procedures for entering the holding pattern of an NDB approach
- sources of information on differences in equipment and related standard operating and servicing procedures
- steps involved in planning work activities
- tracking tolerance and altitude limitations for flying a published distance measuring equipment (DME) arc of an NDB approach procedure.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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

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AVIY0078 Conduct a 2D very high frequency omni-directional radio range instrument approach

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 conduct a 2D instrument approach using the very high frequency (VHF) omni-directional radio range (VOR) or VOR/distance measuring equipment (DME) approach procedure in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting approach and determining applicable minima, and monitoring aid signal integrity. It also includes conducting initial approach, holding pattern, instrument approach and missed approach procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Select approach and determine applicable minima

1.1 Current instrument approach and landing (IAL) chart for the VOR approach to be flown is selected

1.2 IAL is reviewed and briefed to flight crew in relation to directing entry to the approach, lowest safe altitude (LSALT) or minimum safe altitude (MSA) is maintained prior to entry approach, and tracks, distances, timing and descent limitations are maintained for the approach

1.3 Fuel availability and latest divert time procedures are enacted as required

2 Monitor aid signal integrity

2.1 VOR to be used for selected approach is tuned and identified

2.2 Warning flags and course deviation indicators (CDI) are monitored throughout selected approach to ensure signal integrity

3 Conduct initial approach

3.1 Altimeter is set to appropriate QNH

3.2 Aircraft is manoeuvred to holding fix on an inbound track and at or above route MSA or LSALT is maintained in accordance with aeronautical information publication (AIP) requirements, using the VOR

4 Conduct holding pattern

4.1 Aircraft holding pattern from the holding fix at or above LSALT or MSA is entered in accordance with specified sector entry

4.2 Holding pattern is performed in accordance with AIP, using the VOR

5 Conduct instrument approach procedure

5.1 Altimeter QNH is updated and set prior to approach commencement

5.2 Instrument approach is conducted in accordance with tolerances specified in AIP using the VOR or VOR/DME

- 5.3 Landing runway is identified
- 5.4 After establishing visual reference, a visual circling or runway approach is conducted for a landing on selected runway, in accordance with AIP
- 6 **Conduct missed approach procedure**
 - 6.1 Conditions requiring a missed approach are recognised and missed approach is initiated
 - 6.2 Aircraft is manoeuvred to missed approach point (MAPt)
 - 6.3 Missed approach procedure is conducted in accordance with the IAL chart
 - 6.4 Obstacle clearance in instrument meteorological conditions (IMC) is maintained

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 AVIY5035A Perform VHF omni-directional radio range (VOR) instrument approach.

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>

Assessment Requirements for AVIY0078 Conduct a 2D very high frequency omni-directional radio range instrument approach

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining conditions permitting descent below minima
- determining very high frequency (VHF) omni-directional radio range (VOR) or VOR/distance measuring equipment (DME) approach procedure applicable minima for aircraft
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting VOR or VOR/DME instrument approach procedure chart
- modifying activities dependent on differing workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- 2D instrument approach procedures and limitations, including:
 - initial approach
 - holding pattern
 - instrument approach procedure
 - missed approach procedures
 - instrument approach procedures and limitations
- abnormal operations and/or emergency procedures for a VOR or VOR/DME approach, including navigation aid failure
- aid signal integrity monitoring techniques
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- emergency procedures
- full scale range on the course deviation indicator (CDI) for a back-course localiser (LLZ)
- how to configure the CDI to achieve command guidance prior to conducting a LLZ approach
- how to operate electronic communications equipment
- loss of radio communication during a VOR or VOR/DME approach procedure
- minimum obstacle clearance criteria during a VOR or VOR/DME approach procedure/missed approach procedure
- navigation aid that provides track guidance for a LLZ approach
- procedure for joining the circuit from a VOR or VOR/DME approach procedure
- procedures for adjusting controls to optimise equipment operation
- procedures for managing and controlling hazardous situations
- radio procedures for a VOR or VOR/DME approach
- relevant sections of national and state or territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements for completing relevant documentation
- sector entry joining procedures for entering the holding pattern of the VOR or VOR/DME approach
- sources of information on differences in equipment and related standard operating and servicing procedures
- steps involved in planning the work activities
- tracking tolerance and altitude limitations for flying the published DME arc of a VOR or VOR/DME approach procedure.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0079 Conduct a 3D instrument landing system instrument approach

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 conduct a 3D instrument approach using instrument landing system (ILS) procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting and preparing for approach, and monitoring aid signal integrity. It also includes conducting initial approach, holding pattern, approach and missed approach procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Select and prepare for the approach

- 1.1** Current instrument approach and landing (IAL) chart for the ILS approach to be flown is selected
- 1.2** Navigation system validity and receiver autonomous integrity monitoring (RAIM)/space-based augmentation system (SBAS) checks are conducted as required
- 1.3** Instrument approach and missed approach procedure is planned and self-briefed or briefed to flight crew as required
- 1.4** Direct entry to the approach is reviewed, briefed to flight crew and evaluated
- 1.5** Entry via holding pattern is reviewed, briefed to flight crew and evaluated
- 1.6** Minimum altitude, lowest safe altitude (LSALT) or minimum safe altitude (MSA) prior to approach entry is reviewed and briefed to flight crew in relation to tracks, distances, timing and descent limitations
- 1.7** Applicable approach minima for aircraft performance category and runway to be used is selected
- 1.8** Pressure error correction for decision altitude (DA) is selected
- 1.9** Holding or diversion action if visual reference is not established, is reviewed and briefed
- 1.10** Fuel availability and latest divert time is selected as required
- 1.11** Aircraft systems are configured for approach and altimeter is set to appropriate QNH

2 Monitor aid signal integrity

- 2.1** ILS to be used for selected approach is tuned and identified
- 2.2** Warning flags and course deviation indicators (CDI) for localiser (LLZ) and glide slope is monitored throughout the approach to ensure signal integrity
- 2.3** Locator beacons for approach are tuned and identified

- 2.4 Marker beacon/s are tested and monitored for visual and aural indications during approach
 - 2.5 Distance measuring equipment (DME) is tuned and identified or global navigation satellite system (GNSS) is configured for ILS approach as required
 - 2.6 DME/GNSS is monitored for distance indications during applicable approach
 - 3 **Conduct initial approach**
 - 3.1 Altimeter is set to appropriate QNH
 - 3.2 Holding fix is identified and aircraft is manoeuvred to appropriate sector entry position
 - 4 **Conduct holding pattern**
 - 4.1 Holding pattern at or above LSALT or MSA is entered in accordance with specified sector entry
 - 4.2 Holding pattern is performed in accordance with instructions in aeronautical information publication (AIP), using the LLZ and any other navigation aids
 - 5 **Conduct approach procedure**
 - 5.1 Aircraft is tracked to initial approach fix using appropriate tracking aids or radar vectors at or above route MSA or LSALT, to intercept the LLZ track
 - 5.2 ILS approach is conducted from initial approach fix with tracking by reference to LLZ and descent by reference to glide path
 - 5.3 Marker beacons, DME/GNSS or approved alternative fix are used to provide distance indications
 - 5.4 Specified altitude check on glide slope is performed
 - 5.5 Continued descent on glide slope to the DA is performed in accordance with AIP
 - 5.6 Landing runway is identified
 - 5.7 Runway or circling approach for a landing is conducted in accordance with AIP after visual reference is established
 - 6 **Conduct missed approach procedure**
 - 6.1 Conditions requiring a missed approach are recognised and missed approach is initiated
 - 6.2 Aircraft is manoeuvred to missed approach point (MAPt)

- 6.3 Missed approach procedure is conducted in accordance with the IAL chart
- 6.4 Obstacle clearance in IMC is maintained

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 AVIY5036A Perform instrument landing system (ILS) instrument approach.

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>

Assessment Requirements for AVIY0079 Conduct a 3D instrument landing system instrument approach

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining conditions permitting descent below minima
- determining instrument landing system (ILS) approach procedure applicable minima for aircraft
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritise work
- interpreting ILS instrument approach procedure chart
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or

damage to goods or equipment.

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:

- abnormal operations and/or emergency procedures for an ILS approach, including navigation aid failure
- adjustment to baro determined minima for temperature effect
- automation and flight management system (FMS) management for low-visibility operations
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- contaminated runway operations
- emergency procedures
- equipment redundancy during low-visibility operations
- ILS instrument approach procedures and limitations, including the minimum system components required to conduct an approach
- limitations, errors, warnings and messages of a global navigation satellite system (GNSS)
- loss of radio communication during an ILS approach procedure
- low-visibility operations and environmental limitations
- missed approach procedures for an ILS approach
- principles of operation of a GNSS
- procedure for joining the circuit from an ILS approach
- procedures for adjusting controls to optimise equipment operation
- procedures for managing and controlling hazardous situations
- radio procedures for an ILS approach
- relevant sections of national and state or territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements applicable to pilots and equipment for GNSS operations
- runway markings and lighting
- runway visual range (RVR) versus slant visual range (SVR)
- sector entry joining procedures for entering the holding pattern of an ILS approach
- sources of information on differences in equipment and related standard operating and servicing procedures
- steps involved in planning work activities
- temperature effects on altimeter
- tracking tolerance and altitude limitations for flying a published distance measuring equipment (DME) arc of an ILS approach procedure
- types of approach lighting systems
- use of and precautions for approach slope indicators.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0080 Conduct a 2D distance measuring equipment global navigation satellite system instrument approach

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 conduct a 2D instrument approach using distance measuring equipment (DME) or global navigation satellite system (GNSS) procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting and preparing for approach, using appropriate tracking aid and distance information, and monitoring aid signal integrity. It also includes conducting approach and missed approach procedures.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Select and prepare for approach

- 1.1** Current instrument approach and landing (IAL) chart for the DME/GNSS approach to be flown is selected
- 1.2** Instrument approach and missed approach procedures are planned
- 1.3** Minimum descent altitude (MDA) is determined
- 1.4** Sector entry to approach and holding pattern is selected, reviewed and briefed to flight crew as appropriate
- 1.5** Minimum altitude, lowest safe altitude (LSALT) or minimum safe altitude (MSA) prior to approach entry, is reviewed and briefed to flight crew in relation to tracks, distances and descent limitations
- 1.6** Applicable approach minima for aircraft performance category and runway to be used, is selected
- 1.7** Holding or diversion action if visual reference is not established, is reviewed and briefed
- 1.8** Fuel availability and latest divert time is selected as required
- 1.9** Altimeter is set to appropriate QNH

2 Use appropriate tracking aid and distance information, and monitor aid signal integrity

- 2.1** DME is tuned and identified
- 2.2** Reference way-point (WPT) for GNSS to be used for tracking inbound, is selected
- 2.3** Distance indication is checked
- 2.4** Approach aid is monitored throughout approach to ensure signal integrity
- 2.5** DME or GNSS is used to provide distance indications for descent via the distance/altitude steps of the

- approach
- 2.6 Availability of receiver autonomous integrity monitoring (RAIM) is ensured before descending below LSALT or MSA
- 3 Conduct approach procedure**
- 3.1 Initial approach is conducted not below the specified limiting altitude for the distance/altitude descent steps
 - 3.2 Arrival procedure is conducted while descending on the specified track or sector in accordance with aeronautical information publication (AIP) requirements
 - 3.3 Landing runway is identified
 - 3.4 Runway or circling approach for a landing is conducted after visual reference is established
- 4 Conduct missed approach procedure**
- 4.1 Conditions requiring a missed approach are recognised and missed approach is initiated
 - 4.2 Aircraft is manoeuvred to missed approach point (MAPt)
 - 4.3 Missed approach procedure is conducted in accordance with the IAL chart
 - 4.4 Obstacle clearance in instrument meteorological IMC is maintained

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 AVIY5037A Perform distance measuring equipment (DME)/global positioning system (GPS) arrival.

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>

Assessment Requirements for AVIY0080 Conduct a 2D distance measuring equipment global navigation satellite system instrument approach

Modification History

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 precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining conditions permitting descent below minima
- determining distance measuring equipment (DME) or global navigation satellite system (GNSS) arrival applicable minima for aircraft
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting a DME or GNSS arrival chart
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- abnormal operations and/or emergencies during a DME or GNSS arrival, including:
 - navigation aid failure
 - loss of GNSS receiver autonomous integrity monitoring (RAIM)
 - GNSS RAIM warning
 - disparity between very high frequency (VHF) omni-directional radio range (VOR)/non-directional beacon (NDB) track and GNSS track indication
- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- cause and magnitude of typical GNSS errors
- conditions and limitations for manoeuvring within a DME or GNSS arrival sector
- conditions required to transition to and operate in the mode of operation for a GNSS/non-precision approach (NPA), and associated course deviation indicator (CDI) sensitivity and RAIM protection provided
- DME or GNSS arrival missed approach
- DME or GNSS arrival procedures and limitations in all classes of airspace
- effect of each type of RAIM prediction on operational requirements
- effects of availability or otherwise of barometric altimeter-aiding on RAIM availability and prediction
- effects of satellite unavailability on reliability of each type of prediction
- emergency procedures
- factors that adversely affect the conduct of a GNSS/NPA, and suitable pilot procedures to minimise such effects
- GNSS operating procedures for navigation tasks
- GNSS operational and serviceability checks
- GNSS system fundamentals and principles of operations
- GNSS warnings and messages
- human factors limitations associated with using GNSS equipment
- loss of radio communication during a DME or GNSS arrival procedure
- minimum obstacle clearance criteria during a DME or GNSS arrival missed approach procedure
- mode of operation required during each segment of a GNSS/NPA
- operating procedures for GNSS equipment that reduce or eliminate errors
- operating procedures that provide safeguards against GNSS navigational errors
- operation of electronic communications equipment
- operational requirements that apply to planning a flight on the basis of conducting a area navigation (RNAV) (GNSS) procedure at the destination

- parameters applicable to RAIM warnings in the en route, terminal and approach modes
- pilot responsibilities when DME or GNSS arrival is conducted outside controlled airspace
- prediction limitations that apply to availability of approach RAIM at the destination or alternate aerodrome
- procedure for joining the circuit from a DME or GNSS arrival
- procedures for adjusting controls to optimise equipment operation
- procedures for managing and controlling hazardous situations
- radio procedures for a DME or GNSS arrival
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements applicable to pilots and equipment for GNSS operations
- requirements for completing relevant documentation
- sources of information on differences in equipment and related standard operating and servicing procedures
- steps involved in planning work activities
- tracking tolerances, automatic way-point sequencing, CDI sensitivity and RAIM availability parameters for entry, RAIM availability and approach segments.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach

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 conduct a 2D instrument approach using global navigation satellite system (GNSS) or non-precision approach (NPA) procedures in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes selecting approach and determining minima; selecting, retrieving and activating the approach from a database; and monitoring GNSS signal integrity. It also includes conducting initial approach, conducting holding patterns, conducting approach procedure and conducting missed approach procedure.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of 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.

Pre-requisite Unit

Not applicable.

Competency Field

Y – Aircraft Operation and Traffic 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 Select approach and determine applicable minima

- 1.1** Current instrument approach and landing (IAL) chart for GNSS/NPA approach to be flown is selected
- 1.2** Entry to and conduct of instrument approach and missed approach procedure are reviewed and briefed to flight crew
- 1.3** Currency of GNSS receiver database is confirmed
- 1.4** Applicable meteorological minima of approach for aircraft performance category is determined
- 1.5** Fuel availability and holding or diversion action if visual reference is not established, is reviewed and briefed to flight crew

2 Select, retrieve and activate approach from database

- 2.1** GNSS approach for appropriate runway from GNSS receiver navigation database, is selected
- 2.2** Initial approach fix to be used to transition approach procedure is selected
- 2.3** Aerodrome altimeter subscale setting to obtain elevation or altitude (QNH) in GNSS receiver is entered and approach activated
- 2.4** Confidence check of tracks and distances between approach way-point (WPT) as calculated by the GNSS receiver is performed
- 2.5** Course deviation indicators (CDI) are checked and selected to GNSS as required

3 Monitor GNSS signal integrity

- 3.1** Receiver autonomous integrity monitoring (RAIM) is checked for availability on the approach
- 3.2** RAIM indications are monitored throughout the approach

4 Conduct initial approach

- 4.1** Altimeter is set to appropriate QNH

- 4.2 Track to initial approach WPT is maintained at or above route minimum safe altitude (MSA) or lowest safe altitude (LSALT)
- 5 **Conduct holding pattern**
 - 5.1 Automatic sequencing of GNSS is suspended
 - 5.2 Published holding pattern is conducted at appropriate initial approach WPT using prescribed sector entry procedure
 - 5.3 Automatic sequencing is resumed to continue approach
- 6 **Conduct approach procedure**
 - 6.1 GNSS/NPA instrument approach is conducted while descending on specified track to each approach WPT
 - 6.2 Approach altitude restrictions are complied with
 - 6.3 GNSS receiver transitions to approach mode is confirmed no later than the final approach point (FAP), WPT or discontinue approach
 - 6.4 Secondary navigation aid is utilised to maintain situational awareness
 - 6.5 Descent to not below the minimum descent altitude (MDA) while tracking to the missed approach point, is conducted within tolerances
 - 6.6 Landing runway is identified
 - 6.7 Runway or circling approach for landing is conducted after visual reference is established
- 7 **Conduct missed approach procedure**
 - 7.1 Conditions requiring a missed approach are recognised and missed approach is initiated
 - 7.2 Published missed approach procedure is executed if visual reference is not established before reaching the MAPt or RAIM
 - 7.3 Missed approach is conducted on any other event specified in aeronautical information publication (AIP) or GNSS operations manual
 - 7.4 Aircraft is manoeuvred to MAPt
 - 7.5 Missed approach mode is selected
 - 7.6 Missed approach procedure is conducted in accordance

with IAL chart

- 7.7 GNSS receiver is configured to conduct another approach or to hold or divert as required
- 7.8 Obstacle clearance in instrument meteorological conditions (IMC) is maintained

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 AVIY5038A Perform global positioning system (GPS)/non-precision approach (NPA).

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>

Assessment Requirements for AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach

Modification History

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 global navigation satellite system (GNSS) operating procedures to typical navigation tasks
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- determining conditions permitting descent below minima
- determining GNSS/non-precision approach (NPA) procedure applicable minima for aircraft
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting GNSS/NPA instrument approach procedure chart
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring GNSS signal integrity
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing systematic scan techniques
- predicting availability of approach RAIM at the destination or alternate aerodrome
- predicting RAIM availability at destination and estimated time of arrival (ETA) using aircraft GNSS receiver and, as required, an external RAIM prediction service
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards

- selecting, retrieving and activating approach from database
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Schedule 3 Aeronautical Knowledge relevant to instrument flight operations
- cause and magnitude of typical GNSS errors
- conditions required to transition to and operate in the mode of operation for a GNSS/NPA, and the associated course deviation indicator (CDI) sensitivity and RAIM protection provided
- effect of each type of RAIM prediction on operational requirements
- effects of availability or otherwise of baro-aiding on RAIM availability and prediction
- effects of satellite unavailability on reliability of each type of prediction
- emergency procedures
- factors that adversely affect the conduct of a GNSS/NPA and suitable pilot procedures to minimise such effects
- GNSS operating procedures for navigation tasks
- GNSS operational and serviceability checks
- GNSS system fundamentals and principles of operations
- GNSS warnings and messages
- GNSS/NPA instrument approach procedure chart
- human factors limitations associated with using GNSS equipment
- mode of operation required during each segment of a GNSS/NPA
- operating electronic communications equipment
- operating procedures for GNSS equipment that reduce or eliminate errors
- operating procedures that provide safeguards against GNSS navigational errors
- operational requirements that apply to planning a flight on the basis of conducting a required area navigation (RNAV) (GNSS) procedure at the destination
- parameters applicable to RAIM warnings in en route, terminal and approach modes
- prediction limitations that apply to availability of approach RAIM at the destination or alternate aerodrome
- procedures for adjusting controls to optimise equipment operation
- procedures for managing and controlling hazardous situations
- relevant sections of national and state/territory regulatory requirements and codes of practice
- relevant WHS and environmental procedures and regulations
- requirements applicable to pilots and equipment for GNSS operations

- requirements for completing relevant documentation
- sources of information on differences in equipment and related standard operating and servicing procedures
- steps involved in planning work activities
- tracking tolerances, automatic way-point sequencing, CDI sensitivity and RAIM availability parameters for entry, RAIM availability and approach segments.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIY4063 Perform close formation flight

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 perform close formation flight in fixed or rotary wing aircraft, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes flying close formation, performing station changes, performing breakaway and rejoin manoeuvres, and managing abnormal and emergency situations during formation flight.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to aircraft operational 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|---|--|
| 1 Fly close formation | <p>1.1 Specified echelon formation stations are maintained during flight manoeuvres and phases</p> <p>1.2 Specified line astern formation station is maintained during aircraft flight manoeuvres and phases</p> <p>1.3 Balanced flight is maintained</p> <p>1.4 Clear and concise radiotelephony phraseology or hand signals are utilised to ensure precise advice to formation lead and other formation aircraft</p> |
| 2 Perform station changes | <p>2.1 Aircraft is manoeuvred safely to specified alternative formation stations during flight manoeuvres in accordance with briefed sequence and/or lead's direction</p> <p>2.2 Clearance with other formation aircraft is maintained</p> <p>2.3 Formation lead changes are conducted as required</p> |
| 3 Perform breakaway and rejoin | <p>3.1 Loss of contact with formation or any other requirement to break away is recognised</p> <p>3.2 Break away from formation is implemented</p> <p>3.3 Formation is rejoined at specified stations</p> |
| 4 Manage abnormal and emergency situations | <p>4.1 Control of aircraft when operating within formation is maintained</p> <p>4.2 Abnormal or emergency situations affecting formation performance are identified and analysed</p> <p>4.3 Course/s of action to resolve abnormal or emergency situations are implemented and monitored</p> <p>4.4 Task workload and flight safety priorities are organised to ensure optimum outcome of the situation</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.

Unit Mapping Information

This unit replaces and is equivalent to AVIY4063A Perform close formation flight.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY4063 Perform close formation flight

Modification History

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
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant aeronautical knowledge
- communicating effectively with others
- compensating for the secondary effects of controls
- completing relevant documentation
- following relevant legislation and workplace procedures
- identifying and correctly using relevant equipment
- implementing break away from formation and rejoin at specified stations
- implementing contingency plans
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- maintaining clearance from other formation aircraft
- maintaining station during echelon and line astern formations
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating aircraft within its limitations, achieving optimum performance
- operating electronic communications equipment to required protocol
- performing circuit and stream landing
- performing formation collision avoidance turns
- performing formation landing
- performing formation overshoot
- performing manoeuvres in echelon and line astern:
 - straight and level at various airspeeds
 - level turns at various airspeeds

- climbing:
 - straight
 - turning
- descending at various speeds:
 - straight
 - turning
- flight in various aircraft configurations:
 - straight and level
 - turning and level
 - descending in straight flight
 - descending and turning
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- recognising loss of contact with formation or any other requirement to break away
- recognising relative position changes with reference to the formation
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment
- selecting and using required personal protective clothing and equipment conforming to industry and WHS/OHS standards
- setting local or area barometric pressure adjusted for sea level (QNH) at appropriate stages of flight
- using instruments to monitor aircraft performance
- working collaboratively with others
- working systematically with required attention to detail without injury to self, others or damage to goods or equipment.

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:

- CASR Part 61 Manual of Standards Schedule 3 Aeronautical Knowledge relevant to aeroplane or helicopter formation operations
- formation positions and manoeuvres:
 - echelon
 - line astern
 - station position and changes
 - departure

- circuit
- approach and landing
- overshoots
- breaks and rejoins
- formation radio procedures
- formation standard operating procedures (SOPs)
- how to manoeuvre from echelon right to echelon left
- how to manoeuvre from echelon to line astern
- how to manoeuvre from line astern to echelon
- in a Defence context, relevant Defence Orders and Instructions
- procedure for flying close formation
- procedure for performing station changes
- procedure for when visual contact is lost with lead aircraft
- procedures for abnormal and emergency situations
- procedures for performing straight and turning rejoins to a formation
- reference points to achieve line astern position for aircraft being flown with respect to specified formation position
- reference points to achieve specified left and right echelon formation positions for aircraft being flown with respect to specified formation position
- relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders
- relevant WHS/OHS and environmental protection procedures and regulations
- verbal and non-verbal signals for:
 - commence take off roll
 - position changes
 - radio receiver failure
 - radio transmitter failure
 - lost contact procedure
 - formation rejoin procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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

AVIY5022 Manage traffic flow

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the application of skills and knowledge required to manage traffic flow during air traffic control (ATC) operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes managing traffic flow safely, establishing traffic sequences, and providing traffic flow adjustments.

Air traffic flow management (ATFM) is established and managed using automated systems or by manual determination, to support ATC in ensuring an optimum flow of air traffic to, from, through or within defined areas during times when demand or expected demand exceeds system capacity.

If automated systems are used, human reasoning should be applied to ensure safety and the most suitable flow of traffic, particularly in times of adverse weather and/or emergency and abnormal flight operations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to ATC duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage traffic flow safely

2 Establish traffic sequence

3 Provide traffic flow adjustments

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 ATFM is established

1.2 Safety is prioritised when managing traffic flow, including when responding to changed conditions

1.3 Traffic flow is managed and changed conditions are responded to in a timely manner, in accordance with the situation

1.4 Hazards are identified, risks are assessed and risk controls are implemented

2.1 Traffic order is established in accordance with runway mode and/or airspace configuration

2.2 Traffic sequence is monitored and adjustments to traffic flow are made as required

2.3 Instructions to regulate traffic flow and to maintain safety are issued

3.1 Circumstances where delaying actions are required and their causes, are accurately identified

3.2 Air traffic clearances are withheld or instructions are imposed to achieve required delay

- 3.3 Delaying actions are cancelled or relaxed as required and instructions are issued for onwards flight

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIY5022B Manage traffic flow.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY5022 Manage traffic flow

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- adhering to procedures
- adjusting routing and tracking of aircraft
- advising aircraft of delays
- allocating attention according to demand and task managing:
- human machine interface (HMI) or equipment use
- air traffic communications
- traffic flow
- applying reasoning and decision making to airspace and flight path scenarios
- communicating effectively with others
- conducting holding of aircraft and onwards processing
- formulating and issuing onwards airways clearances, conditional clearances and clearance limits
- identifying and applying precautions and required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- managing traffic flow safely
 - by day and night
 - in variable weather conditions
- prioritising tasks and managing workload
- projecting and planning airspace, traffic and flight path scenarios.

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:

- aerodrome runway combinations and traffic requirements
- air traffic clearances to hold, delay, limit and continue flight
- air traffic control (ATC) principles
- aircraft performance characteristics
- airspace geography and topography
- airspace, route structures and procedures used to assist strategic air traffic flow management
- area of radar coverage
- classification and special use airspace
- conditional air traffic clearance
- contingency plans including for reduced facilities and degraded systems
- how to interpret airspace charts and approach to land procedures including holding patterns
- how to interpret meteorological data
- non-published aircraft holding techniques
- relevant sections of regulatory and operational documentation
- reporting procedures
- role of air traffic flow management (ATFM)
- to support ATC in ensuring an optimum flow of air traffic to, from, through or within defined areas during times when demand or expected demand exceeds system capacity
- roles and responsibilities for managing air traffic flow
- safety hazards, risks and related risk control procedures and precautions
- systems and tools used for air traffic flow management
- traffic management techniques.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY5048 Provide approach control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 provide approach control services during air traffic control operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes managing terminal airspaces and assuring separation.

This unit is applied to specific terminal airspaces that offer varying levels of air traffic services according to the International Civil Aviation Organization (ICAO) and national classifications of airspaces.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage terminal airspaces

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Traffic priorities are applied in accordance with standard operating procedure
- 1.2 Service priorities are applied in accordance with that which is most safety critical
- 1.3 Hazards are identified, risks are assessed and risk controls are implemented
- 1.4 Control practices and procedures are adjusted in accordance with changing airspace environment factors
- 1.5 Systematic scan technique of terminal airspace and air routes is maintained
- 1.6 Standard routing is facilitated
- 1.7 Documented instructions and agreements applicable to the area of jurisdiction are applied
- 1.8 Non-compliance with control instructions and procedures is recognised and addressed
- 1.9 Terrain and obstacle clearance is provided
- 1.10 Pilot preferred altitudes or flight levels are facilitated
- 1.11 Aircraft are authorised to use terminal airspaces
- 1.12 Control services are provided in accordance with airspace classification and status

- 1.13 Airspaces are administered in accordance with user activity
- 1.14 Flight deviations and diversions are facilitated
- 1.15 Suitable runway mode is negotiated with aerodrome control
- 1.16 Aircraft release for departure is authorised in accordance with runway mode and airspace configuration
- 1.17 Aircraft approach to land is authorised in accordance with runway mode and airspace configuration

2 Assure separation

- 2.1 Conflicts are recognised and resolved
- 2.2 Separation is provided
- 2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned
- 2.4 Alternative separation is provided as required
- 2.5 Separation is adjusted when systems are degraded or airways facilities are reduced
- 2.6 Most appropriate separation is applied taking into account safety, expedition, control method and surveillance
- 2.7 Compromised separation is recognised and addressed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIY5048A Provide approach control services.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AVIY5048 Provide approach control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- adhering to procedures
- adjusting route and track of aircraft
- allocating attention based on priorities
- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying reasoning and decision making to airspace and flight path scenarios
- assigning separation to pilot
- communicating effectively with others
- completing relevant documentation for approaching control services
- coordinating flight information
- executing control actions
- facilitating in-flight deviations, diversions, changes of altitude and flight level
- facilitating unusual flight operations
- formulating airways clearance and control instructions
- formulating and authorising approach to land for aircraft
- formulating and authorising release of aircraft for departure
- implementing contingency plans
- interpreting and evaluating current traffic events
- interpreting and following operational instructions, and prioritising work
- maintaining a strategic traffic management plan for airspace jurisdiction
- maintaining surveillance of terminal airspaces
- operating equipment in accordance with standard operating procedures
- perceiving and comprehending incoming information
- performing handover/takeover
- planning and prioritising tasks in accordance with safety imperative

- processing military aircraft
- projecting and developing future airspace and flight path scenarios
- recognising display information and symbology
- recording and annotating flight information and messages
- reporting and rectifying identified problems promptly
- responding to stressful situations with a considered and measured approach
- separating aircraft using approach control techniques and standards
- varying heading of aircraft
- varying speed of aircraft
- working collaboratively with others
- working systematically with attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- air navigation systems and visual aids
- air traffic priorities
- air traffic services
- airborne collision and avoidance systems
- aircraft conflict resolution techniques
- aircraft type, associated wake turbulence and performance categories
- airspace service priorities and safety imperatives
- approach control separation standards and techniques
- characteristics of terminal airspace air traffic patterns and traffic flows
- charts and operational documentation
- communication phraseologies and procedures
- compromised separation and non-compliant use of airspaces
- conditional air traffic clearance
- coordination requirements
- departure and approach to land procedures
- display information and symbology
- division of responsibilities for air traffic services
- formation flight configurations, separation and procedures and practices
- handover/takeover procedures and practices
- human machine interface (HMI) states and associated interactions
- jurisdiction and adjacent airspace characteristics
- meteorological documentation, terms and definitions,
- military flight operations
- national airspace system and standard route structure

- navigation principles and terminology
- organisational and licensing administration
- principles and procedures of altimetry
- principles of error management
- principles of flight
- procedures for recording and annotating operational information
- provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- relevant sections of regulatory and operational documentation
- route, track, heading and aircraft performance characteristics
- rules of the air governing visual and instrument flight
- safety occurrence reporting
- security against acts of unlawful interference with aviation
- terrain and prominent landmarks affecting flight operations within terminal airspace
- terrain protection
- transfer of control points
- transition from instrument flight to visual flight
- weather phenomena affecting flight operations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY5049 Provide area control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 provide area control services during air traffic control operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes managing enroute airspaces and assuring separation.

This unit is applied to specific airspaces that offer varying levels of air traffic services according to the International Civil Aviation Organization (ICAO) and national airspace classifications.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage enroute airspaces

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Traffic priorities are applied in accordance with standard operating procedure
- 1.2 Service priorities are applied according to in accordance with that which is most safety critical
- 1.3 Control practices and techniques are adapted to changing airspace environment factors
- 1.4 Hazards are identified, risks are assessed and risk controls are implemented
- 1.5 Systematic scan technique of airspaces and air routes is maintained
- 1.6 Standard routing is facilitated
- 1.7 Preferred routing is facilitated
- 1.8 Documented instructions and agreements applicable to jurisdictional area are applied
- 1.9 Non-compliance with control instructions and procedures is recognised and addressed
- 1.10 Terrain and obstacle clearance is provided
- 1.11 Pilot requested altitudes and flight levels are facilitated
- 1.12 Aircraft are authorised to use enroute airspaces
- 1.13 Control services are provided in accordance with airspace

classification and status

1.14 Airspaces are administered in accordance with user activity

1.15 Flight diversions or deviations are facilitated

2 Assure separation

2.1 Conflicts are recognised and resolved

2.2 Separation is provided

2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned

2.4 Alternative separation is provided as required

2.5 Separation is adjusted when systems are degraded or airways facilities are reduced

2.6 Most appropriate separation is provided taking into account safety, expedition and the method of control and surveillance

2.7 Compromised separation is recognised and addressed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIY5049A Provide area control services.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY5049 Provide area control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- adhering to procedures through a series of steps followed in a regular definite order or as required, a traditional or established way of doing things
- adjusting route and track of aircraft
- allocating attention in accordance with priorities
- anticipating and preparing for work tasks
- applying an error management attitude that limits unintentional deviation from work practices and maintains accuracy through a disciplined approach to implementing procedures and practices, and a methodical work ethic
- applying human reasoning to airspace and flight path scenarios
- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- coordinating air traffic services effectively
- executing control actions
- facilitating in-flight deviations, diversions and changes of altitude and flight level
- formulating airways clearance and control instruction
- implementing contingency plans
- implementing decisions using knowledge-based, rule-based and skill-based activities
- implementing work health and safety (WHS)/occupational health and safety (OHS) procedures and relevant regulations
- interpreting and evaluating current traffic events
- interpreting and following operational instructions and prioritising work
- interpreting charts and operational documentation associated with air traffic services

- maintaining a strategic traffic management plan for the airspace jurisdiction
- maintaining surveillance of enroute airspaces
- maintaining speed control
- operating equipment in accordance with standard operating procedures
- perceiving and comprehending incoming information
- processing military aircraft
- projecting and predicting future traffic scenarios
- reporting and rectifying identified problems promptly
- recording and annotating flight information and messages
- responding to stressful situations with a considered and measured approach
- scanning the human machine interface (HMI)
- separating aircraft using area control techniques and standards
- separating aircraft using wake turbulence standards
- vectoring aircraft
- working collaboratively with others
- working systematically with attention to detail.

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:

- air navigation systems and visual aids
- air traffic priorities
- air traffic services
- airborne collision and avoidance systems
- aircraft performance characteristics
- aircraft type associated wake turbulence and performance categories
- airspace service priorities and the safety imperative
- area control separation standards and techniques
- characteristics of enroute sector air traffic patterns and traffic flows including critical positions/hot-spots
- charts and operational documentation
- communication phraseologies and procedures
- compromised separation and non-compliant use of airspaces
- coordination requirements
- departure and approach to land procedures
- division of responsibilities for air traffic services
- formation flight configurations, separation and procedures and practices
- handover/takeover procedures and practices
- how to interpret charts and operational documentation associated with air traffic services

- human machine interface (HMI) states and associated interactions
- jurisdiction and adjacent airspace characteristics
- meteorological documentation, terms and definitions
- military flight operations
- national airspace system and standard route structure
- navigation principles and terminology
 - heading
 - route
 - track
- organisational and licensing administration
- preferred routing
- principles and procedures of altimetry
- principles of flight
- procedures for recording and annotating operational information
- provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- rules of the air governing visual and instrument flight
- safety occurrence reporting
- standard routing
- terrain and prominent landmarks affecting flight operations within enroute airspace
- terrain protection
- transfer of control points
- transition from instrument flight to visual flight conditions
- weather phenomena affecting flight operations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIY5050 Provide aerodrome control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 provide aerodrome control services during air traffic control operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes managing aerodrome traffic zones, aerodrome manoeuvring areas, and assuring separation.

This unit is applied to provide aerodrome control services in control towers equipped with surveillance capability and/or using procedural control practices.

This unit addresses:

- aviation technical skill requirements (physical, mental and task-management abilities) related to managing aerodrome traffic zones and aerodrome manoeuvring areas in which distance between aircraft as well as their relative positions and speed might compromise the safety of the aircraft operations
- air traffic control duties that complement the non-technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

Y – Aircraft Operation and Traffic Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage aerodrome traffic zone and aerodrome manoeuvring area

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Traffic priorities are applied in accordance with standard operating procedure
- 1.2 Service priorities are applied in accordance with that which is most safety critical
- 1.3 Hazards are identified, risks are assessed and risk controls are implemented
- 1.4 Control practices and procedures are adjusted in accordance with changing aerodrome traffic zone and aerodrome environment factors
- 1.5 Systematic scan technique of aerodrome traffic zone and aerodrome is maintained
- 1.6 General and sector weather observations are conducted
- 1.7 Documented instructions and agreements applicable to jurisdictional area are applied
- 1.8 Non-compliance with control instructions and procedures is recognised and addressed
- 1.9 Taxiways are used to facilitate maximum use of runways

- 1.10 Runway mode selected is suitable and efficient for traffic flow
- 1.11 Runways are operated dependently
- 1.12 Runways are operated independently
- 1.13 Control services are provided in accordance with airspace classification and status
- 1.14 Airspaces are administered in accordance with user activity
- 1.15 Aircraft are authorised to use aerodrome traffic zone and aerodrome
- 1.16 Vehicles and pedestrians are authorised to use aerodrome manoeuvring areas

2 Assure separation

- 2.1 Conflicts are recognised and resolved
- 2.2 Separation is provided
- 2.3 Jurisdiction for maintaining aircraft separation is agreed and assigned
- 2.4 Alternative separation is provided as required
- 2.5 Separation is adjusted when systems are degraded or airways facilities are reduced
- 2.6 Most appropriate applied separation is provided taking into account safety, expedition and the method of control and surveillance
- 2.7 Compromised separation is recognised and addressed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to AVIY5050A Provide aerodrome control services.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIY5050 Provide aerodrome control services

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- adhering to procedures
- adjusting route and track of aircraft
- allocating attention according to priorities
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying reasoning and decision making to airspace and flight path scenarios
- communicating effectively with others
- completing relevant documentation
- conducting general and sector meteorological observation
- coordinating air traffic services effectively
- determining runway mode
- executing control actions
- facilitating unusual flight operations
- formulating airways clearance and control instructions
- implementing contingency plans
- maintaining a strategic traffic management plan
- maintaining surveillance of aerodrome traffic zone and aerodrome
- managing aerodrome traffic zone operating equipment in accordance with standard operating procedures
- operating taxiways
- perceiving and comprehending incoming information
- processing military aircraft
- projecting and developing future airspace and flight path scenarios
- recording and annotating flight information and messages
- reporting and rectifying identified conflicts promptly

- reporting and rectifying identified problems promptly
- responding to stressful situations with a considered and measured approach
- separating aircraft using aerodrome control techniques and standards
- working collaboratively with others
- working systematically with attention to detail.

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:

- aerodrome and runway markings
- aerodrome control separation standards and techniques
- aerodrome lighting
- air navigation systems and visual aids
- air traffic priorities
- air traffic services
- airborne collision and avoidance systems
- aircraft type, associated wake turbulence and performance categories
- airspace service priorities and the safety imperative
- characteristics of aerodrome traffic zone patterns and traffic flows including critical positions
- charts and operational documentation
- communications phraseologies and procedures
- compromised separation and non-compliant use of aerodromes and airspaces
- conditional air traffic clearance
- coordination requirements
- division of responsibilities for air traffic services
- formation flight configurations, separation, procedures and practices
- handover/takeover procedures and practices
- human machine interface (HMI) states and associated interactions
- meteorological documentation, terms and definitions
- military flight operations
- national airspace system and standard route structure
- navigation principles and terminology
- organisational and licensing administration
- physical characteristics of aerodrome and runways
- principles and procedures of altimetry
- principles of error management
- principles of flight
- procedures for recording operational information

- provision of air traffic services and air traffic flow management during system degradation including facility failures and restoration of system components
- relevant sections of regulatory and operational documentation
- route, track, heading and aircraft performance characteristics
- rules of the air governing visual and instrument flight
- runway visibility measurement
- safety occurrence reporting
- terrain and prominent landmarks affecting flight operations within aerodrome traffic zone
- terrain protection
- transfer of control points
- transition from instrument flight to visual flight conditions
- weather phenomena affecting flight operations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVIZ0002 Maintain and manage situational awareness as pilot in command

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 maintain and manage situational awareness as pilot in command (PIC) in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes establishing and maintaining own and flight crew situational awareness, setting crew priorities and task management, and working with others in managing situational awareness.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) of a PIC and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently and without supervision within a multi-crew environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

Z – Situation Awareness

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|---|
| 1 Establish and maintain situational awareness of self and flight crew | 1.1 Continuous active monitoring (effective lookout) of all critical factors relevant to the safe progress of a flight is undertaken |
| | 1.2 Situational awareness is applied to own and others' performance in accordance with relevant regulations and legislative requirements |
| | 1.3 Trends towards an unsafe situation are promptly recognised and appropriate corrective action is taken |
| | 1.4 Breakdown in flight crew situational awareness is identified and rectified promptly |
| 2 Set crew priorities and manage tasks | 2.1 Crew priorities and workload are allocated to ensure completion of all tasks relevant to the safety of the flight |
| | 2.2 Safe operation of aircraft is prioritised ahead of competing tasks |
| | 2.3 Critical events and tasks are anticipated and managed to ensure accurate completion within available time constraints |
| | 2.4 Technology is used effectively to reduce workload and to improve ability to safely perform mental and manipulative activities |
| | 2.5 Signs and symptoms of team fatigue are identified and actions taken to manage fatigue of self or in others |
| 3 Work with others in managing situational awareness | 3.1 Collaboration with flight crew members is undertaken to ensure safe completion of flight operations |
| | 3.2 Effective and efficient crew communications and interpersonal relationships are established and maintained to ensure safe flight outcome |
| | 3.3 Flight crew members are encouraged to contribute to safe flight outcome |
| | 3.4 Appropriate actions are taken in conjunction with others to cooperatively correct identified unsafe situations that may develop at any point during the flight |
| | 3.5 Command decisions are communicated to other flight crew members to maintain and manage situational |

awareness

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 AVIZ0001 Maintain and manage situational awareness as pilot in command.

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>

Assessment Requirements for AVIZ0002 Maintain and manage situational awareness as pilot in command

Modification History

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:

- accepting responsibility for own performance
- advising pilot flying of deviations from planned operations
- analysing aircraft systems and flight environment information to identify actual and potential threats or errors
- applying relevant aeronautical knowledge
- avoiding fixation on a single task or function
- being assertive
- clarifying problems and making effective decisions
- communicating effectively with others
- cross-checking actions of other flight crew members
- interacting with and delegating tasks to flight crew members
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining compliance with WHS requirements
- maintaining radio listening watch
- making effective decisions
- managing a flight crew incapacitation event in accordance with published procedures
- monitoring flight path, aircraft configuration and systems to achieve desired performance using a systematic scan technique
- operating electronic equipment, including communications equipment, to required protocols
- prioritising tasks to achieve safe flight performance
- promptly identifying, reporting and rectifying problems
- responding appropriately to cultural differences in the workplace
- selecting and using appropriate instruments, displays, communications equipment and aids
- taking initiative and responding to changing situations
- using visual systematic scanning technique with required attention to detail
- using flight radio and inter-crew communications
- using traffic information to establish and maintain situational awareness
- utilising available resources to collect flight environment information and to modify planned operations as required.

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:

- Civil Aviation Safety Regulation (CASR) Part 61 Manual of Standards (MOS) Aeronautical Knowledge relevant to the role of pilot in command (PIC)
- cockpit management, including:
 - crew coordination:
 - distribution of responsibilities
 - working with a crew concept
 - crew cooperation:
 - small group dynamics (norms, atmosphere, pressure, communication and structure)
 - conflict management
 - leadership styles of management, including:
 - concern for performance
 - concern for people
 - democratic versus autocratic style
 - encouraging inputs and feedback
 - optimising flight crew performance in flight
 - correcting crew coordination deficiencies
 - communication, including:
 - verbal and non-verbal communication
 - one and two-way communication
 - effects of different communication styles
 - miscommunication (including cultural misunderstandings)
- effective decision-making processes, including:
 - identifying problems and causal factors
 - assessing component parts systematically and logically
 - employing analytical techniques to identify solutions and considering the value and implications of each
 - generating solutions and/or alternative courses of action
 - assessing alternative solutions and risks with other flight crew members
 - determining course of action
 - communicating decisions and delegating tasks to flight crew
 - monitoring progress against agreed plan
 - evaluating decisions in line with changing circumstances
 - ensuring decision-making is improvement-focused and directed towards achieving optimum outcomes
- fatigue risk management processes, including:
 - proactive

- predictive
- reactive
- hazard identification, risk analysis and control
- human performance and its limitations, including the senses, memory and situational awareness
- judgement and decision making, including:
 - pilot judgement concepts:
 - types of judgement
 - motor skills and human factors
 - aeronautical decision making:
 - decision-making concepts
 - pilot responsibilities
 - behavioural aspects
 - identification of hazardous attitudes:
 - physical factors
 - psychological factors
 - social influences and interface between people
 - pilot judgement awareness:
 - risk assessment
 - cockpit stress management
 - applying decision-making concepts:
 - practical application
 - managing resources
 - safety awareness
- relevant problems that may occur and actions to overcome them
- procedures for maintaining situational awareness
- procedures for transferring aircraft control between flight crew members
- standard radiotelephony phraseology
- systematic scanning techniques
- task allocation and management
- threat and error management (TEM) principles
- use of navigational computers and equipment
- workload, stress and time pressure management.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIZ0003 Maintain basic situational awareness in an aviation workplace

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 required to maintain basic situational awareness in an aviation workplace in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes maintaining basic situational awareness, assessing situations and taking appropriate action, setting priorities and managing work tasks, and working with others in managing situational awareness.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) of flight and 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.

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 at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Z – Situational Awareness

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 Maintain basic situational awareness

1.1 Continuous monitoring of all critical factors relevant to the safety and security of an aviation workplace is undertaken

1.2 All relevant indications of an unsafe or insecure situation are recognised and appropriate action is taken to alert relevant personnel and/or to take appropriate action

1.3 Situational awareness is maintained at all times during workplace activities

2 Assess situations and take appropriate action

2.1 Factors that may adversely affect the safety and security of an aviation workplace are identified

2.2 Relevant information concerning the safety and security of an aviation workplace is recognised and interpreted, and timely action is taken

2.3 Risks to workplace safety and security are recognised and appropriate action is taken to control the risk

2.4 Changes to workplace environment and related risks are monitored and managed to ensure a safe outcome to workplace operations

2.5 Safe alternative plan of action is formulated and implemented as required in response to changed circumstances and risks

3 Set priorities and manage work tasks

3.1 Task priorities are set and workload organised to ensure completion of all assigned tasks relevant to the safety and security of the workplace

3.2 Appropriate tasks are prioritised and implemented to maintain ongoing workplace operations and to achieve workplace objectives

3.3 Relevant information is accessed and applied to ensure the safety and security of an aviation workplace when completing workplace tasks

- 3.4 Critical safety and essential security workplace tasks are prioritised over routine activities and completed in accordance with workplace procedures, checklists and legislative and regulatory requirements
 - 3.5 Symptoms of fatigue are recognised and appropriate action is taken to reduce its effects
- 4 **Work with others in managing situational awareness**
 - 4.1 Communications with relevant personnel are undertaken in an effective and efficient manner to achieve situational awareness and to meet all requirements for the safety and security of the workplace
 - 4.2 Team members and others in the workplace are encouraged to participate in and contribute to the safety and security of the workplace
 - 4.3 Effective interpersonal skills are used when working with others to maintain awareness and the safety and security of the workplace
 - 4.4 Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe and/or insecure situations

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 AVIZ1005B Maintain basic situational awareness in the aviation workplace.

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>

Assessment Requirements for AVIZ0003 Maintain basic situational awareness in an aviation workplace

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include

knowledge of:

- communication procedures and protocols
- people to consult about maintaining situational awareness, including:
 - airline personnel and managers
 - aviation passengers
 - contractors
 - other workplace personnel and managers
 - emergency services personnel
 - relevant human resources staff
 - relevant technical staff
 - safety personnel
 - security personnel
 - workplace visitors
- procedures for maintaining situational awareness
- factors that may adversely affect the safety and/or security situation of an aviation workplace, including:
 - breaches of security regulations and procedures
 - changes in wind and weather conditions
 - equipment exceeding nominated operating parameters and tolerances
 - equipment or facility breakdown, malfunction or failure
 - moving vehicles and aircraft in the workplace environs
 - persons committing criminal or unlawful acts of interference with aviation
 - poor housekeeping
 - safety hazards in the workplace, such as rotating equipment and propellers, jet blast, slippery surfaces, exposed electrical leads and connections, and toxic materials
 - security threats
 - workplace emergencies, such as a fire, flood, chemical/toxic spill, crash or personnel injury
- indications of an unsafe or insecure situation including:
 - deteriorating or faulty equipment or facility performance obtained through routine equipment and facility checks
 - emergency sirens and alarms
 - equipment exceeding or about to exceed operating parameters and tolerances
 - poorly maintained workplace and related facilities
 - observation and recognition of a security threat
 - observed breaches of security regulations and procedures
 - observed rubbish and untidiness in the workplace
 - persons acting suspiciously
 - recognition of safety hazards in the workplace and/or breaches of safety policies and procedures

- warning signs and visual/audible signals indicating hazards arising from moving vehicles and/or aircraft in the workplace
- weather and other meteorological information that indicates a potential threat to workplace operations and/or personnel in the workplace
- aviation information including:
 - approved workplace checklists
 - conditions of service, legislation and industrial agreements including workplace agreements and awards
 - emergency procedures
 - equipment facility performance specifications/charts
 - induction and training materials
 - local instructions for the aviation workplace concerned
 - operations manuals
 - relevant approved aviation publications
 - relevant regulations for the aviation workplace concerned
 - safety and security policies, procedures and guidelines
 - weather and meteorological information, charts, advice and forecasts
 - workplace procedures and instructions, and job specifications
- relevant safety, security and environmental regulations, policies, procedures and rules and any other relevant regulatory requirements including:
 - Civil Aviation Act
 - relevant Australian Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders pertaining to the aviation workplace concerned
 - relevant Australian Standards
 - relevant health, food handling and hygiene legislation
 - relevant International Air Transport Association (IATA) regulations
 - relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) for the aviation workplace concerned
 - relevant security regulations
 - relevant national and state/territory work health and safety (WHS) legislation
 - relevant state/territory environmental protection legislation
- safety and security hazards and risks that may be identified in an aviation workplace and ways of controlling identified hazards and associated risks
- safety and security problems that may be identified when maintaining and managing situational awareness and action that can be taken to overcome these problems
- weather information and its implications for workplace operations.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIZ0004 Maintain security awareness and vigilance in an aviation workplace

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 maintain security awareness and vigilance in an aviation workplace in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes maintaining awareness of security measures and security risks, maintaining security vigilance, and recognising and assessing potential security risks. It also includes responding to potential security risks and reporting potential security risks.

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

Licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Z – Situation Awareness

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 Maintain awareness of security measures and security risks | <p>1.1 Security roles of workers in an aviation workplace are recognised</p> <p>1.2 Security measures are applied in the workplace in accordance with legislative requirements and the organisation's aviation transport security program</p> <p>1.3 Information about potential aviation security risks is reviewed and used to guide work</p> <p>1.4 Security policies and procedures are identified, interpreted and applied</p> |
| 2 Maintain security vigilance | <p>2.1 Potential security risks are monitored during workplace activities</p> <p>2.2 Effective communication skills are used when working with others to maintain security vigilance</p> |
| 3 Recognise and assess potential security risks | <p>3.1 Factors that may affect security of an aviation workplace are identified and considered</p> <p>3.2 Security assessment principles are applied when potential security risks are identified and appropriate actions taken</p> |
| 4 Respond to potential security risks | <p>4.1 Potential security risks are effectively and efficiently communicated in accordance with workplace procedures</p> <p>4.2 Instructions from security supervisors/managers and security procedures are adhered to</p> |
| 5 Report potential security risks | <p>5.1 Security risks are reported accurately and in a timely manner in accordance with workplace procedures</p> <p>5.2 Security documentation is identified and completed in accordance with workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to AVIZ2050B Maintain security awareness and vigilance in the aviation workplace.

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>

Assessment Requirements for AVIZ0004 Maintain security awareness and vigilance in an aviation workplace

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- applying security measures in an aviation workplace
- communicating effectively with others when maintaining security awareness and vigilance in the aviation workplace
- explaining the security role of individual workers in the aviation workplace accurately
- identifying and completing required documentation when maintaining security awareness
- identifying and correctly responding to security risks within an aviation workplace
- identifying and selecting relevant equipment, processes and procedures when maintaining security awareness
- modifying activities in response to workplace contingencies, risk situations and environments
- monitoring and anticipating security issues and risks that may arise when maintaining security awareness and taking appropriate action
- reading, interpreting and applying security and safety practices, and regulations applicable to own work functions
- reading, interpreting and applying relevant regulations, instructions and workplace procedures concerning security awareness
- using correct documentation when reporting potential security issues
- using initiative to determine the correct response to a security threat when maintaining security awareness in an aviation workplace
- working collaboratively with others.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- appropriate action to avoid and resolve security issues
- contingency procedures, as detailed in workplace procedures, to be taken when a security risk is identified
- enforcement agencies present in an aviation environment

- information contained in personal identification (ID) cards
- legislative requirements that relate to security awareness when working in an aviation workplace, including all the following:
 - current Aviation Transport Security Act (and amendments)
 - current Aviation Transport Security Regulations
 - notices made under the Act and the Regulations
 - organisation's transport security program as approved under the Aviation Transport Security Act
- organisational paperwork associated with reporting requirements
- organisational security policies and procedures and aviation transport security program (ATSP) developed in accordance with the Aviation Transport Security Act and Regulations, which outlines the security measures and procedures to be followed by employees to maintain aviation security
- potential weapons, explosives, prohibited items or liquid, aerosol or gel (LAG) products
- reporting procedures for vehicles in areas not reserved for parking or designated parking areas
- reporting requirements for identified security risks or incidents in accordance with workplace procedures
- security and risks in an aviation workplace
- security principles in an aviation workplace
- signs and indications of suspicious behaviour of passengers, consignors or other persons who might pose a threat to aviation security
- signs and indications that items have been tampered with or have been left unattended
- site layout including any applicable security zones
- types of ID cards and access available to holders of each type of ID card.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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 personal protective equipment (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>

AVIZ0005 Apply situational awareness in remote pilot aircraft systems operations

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, knowledge and attitudes required to apply situational awareness in remote pilot aircraft systems (RPAS) operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA).

It includes maintaining situational awareness, assessing situations and making decisions, setting priorities and managing tasks, and working with others in managing situational awareness.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) 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 within a single-pilot or multi-crew RPAS environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Z – Situational Awareness

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 Maintain situational awareness

1.1 Continuous monitoring of all critical factors relevant to the safe progress of an RPAS flight is undertaken

1.2 Effective visual scan is applied, during RPAS operations

1.3 Trends towards unsafe situations are recognised and appropriate corrective action employed in accordance with operational workplace procedures and regulatory requirements

1.4 Breakdown in situational awareness is identified and rectified promptly

2 Assess situations and make decisions

2.1 Operational problems are identified

2.2 Operational risks are assessed and reported in accordance with regulatory requirements

2.3 Potential solutions are identified and control measures decided and implemented

2.4 Determined plan of action is communicated and tasks allocated to others as appropriate

2.5 Plan of action is implemented and monitored to achieve safe outcomes

3 Set priorities and manage tasks

3.1 Priorities and workload are organised to ensure completion of all tasks relevant to flight safety

3.2 Safe and effective operation of the RPAS is prioritised ahead of competing tasks

3.3 Critical events and tasks are anticipated and managed to ensure completion within available time constraints

3.4 Technology is used to reduce workload and to improve ability to perform mental and manipulative activities safely

3.5 Signs and symptoms of fatigue are identified and

appropriate actions taken to manage fatigue of self or in others

4 Work with others in managing situational awareness

- 4.1** Collaboration with others is undertaken to ensure safe completion of flight
- 4.2** Effective communications and interpersonal relationships are established and maintained with all stakeholders to ensure safe flight outcome
- 4.3** Crew members are encouraged to participate in and contribute to safe flight outcome
- 4.4** Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe situations that may develop during an RPAS flight

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 AVIZ3052A Apply situational awareness in remote pilot aircraft systems (RPAS) 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>

Assessment Requirements for AVIZ0005 Apply situational awareness in remote pilot aircraft systems operations

Modification History

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, performance criteria and range of conditions on at least one occasion and include:

- adapting to differences in equipment and operating environment in accordance with standard operating procedures (SOPs)
- applying aviation safety management system policies and procedures for remote pilot aircraft systems (RPAS) flight
- applying precautions and required action to minimise, control or eliminate identified hazards
- managing tasks, including:
 - visual line of sight
 - visual meteorological conditions
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using required equipment
- implementing aviation risk management processes in RPAS contexts
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- interpreting and following operational instructions and prioritising work
- maintaining all necessary communications
- maintaining compliance with WHS and regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems that may occur promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using appropriate instruments, displays, communications equipment and aids

- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sourcing and interpreting aviation weather forecast products appropriate to flight planning and navigation procedures
- transferring RPAS control between crew members as required
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- factors relevant to the safe progress of a flight, including:
 - air traffic in the vicinity of a RPAS
 - becoming lost
 - changes in wind and weather conditions at destination
 - changes in wind and weather conditions en route
 - engine or equipment malfunction or failure
 - errors in navigation
 - exceeding nominated operating parameters and tolerances for RPAS
 - instrument or display malfunction or failure
 - running out of fuel/energy
 - security threat at RPAS control station
- aeronautical communication procedures and protocols
- aeronautical decision-making processes
- air navigation techniques applicable to RPAS operations
- air traffic rules and procedures
- effective communication
- error management, including error types, causes and consequences
- fatigue risk management
- human performance and its limitations, including the senses, memory and situational awareness
- in a Defence context, relevant Defence Orders and Instructions
- operational hazards that may be identified when managing situational awareness and ways of controlling those hazards and associated risks
- principles of flight relevant to RPAS operations
- problems that may occur when managing situational awareness and action that can be taken to overcome these problems
- procedures for maintaining situational awareness
- procedures for transferring RPAS control between crew members
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders

related to RPAS operations

- relevant WHS/OHS and environmental procedures and regulations
- risk identification, analysis and control
- RPAS energy source usage rates
- stress, workload and time pressure management
- use of navigational computers and equipment.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIZ0006 Manage situational awareness in aircraft flight

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 situational awareness in aircraft flight in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes maintaining situational awareness, assessing situations and making decisions, setting priorities and managing tasks, and working with others in managing situational awareness.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) 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 at time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Z – Situational Awareness

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 Maintain situational awareness

- 1.1** Continuous monitoring of all critical factors relevant to the safe progress of a flight is undertaken
- 1.2** Effective visual scan is applied and radio communication, traffic information and aircraft systems are used appropriately
- 1.3** Trends towards unsafe situations are recognised and appropriate corrective actions employed in accordance with workplace procedures and regulatory requirements
- 1.4** Breakdown in situational awareness is identified from errors or discrepancies and is rectified by ensuring safe operation of aircraft and response to situation

2 Assess situations and make decisions

- 2.1** Problems are identified and analysed
- 2.2** Solutions are identified and risks are assessed
- 2.3** Course of action is chosen to ensure a safe outcome to a flight or manoeuvre
- 2.4** Plan of action is communicated and tasks allocated
- 2.5** Actions are taken to achieve optimum outcomes
- 2.6** Progress is monitored against plan
- 2.7** Plan is re-evaluated to achieve optimum outcomes
- 2.8** Operational changes and related risks are monitored and managed to ensure a safe outcome to a flight or manoeuvre

3 Set priorities and manage tasks

- 3.1** Priorities and workload are organised to ensure completion of all tasks relevant to flight safety
- 3.2** Safe and effective operation of aircraft is prioritised ahead of competing tasks
- 3.3** Technology is appropriately used to reduce workload and to improve ability to perform mental and manipulative activities
- 3.4** Fixation on single actions/functions is avoided

- 3.5 Symptoms of fatigue are recognised and appropriate action taken to reduce its effects
- 3.6 Critical events and tasks are anticipated and completed in time available
- 4 **Work with others in managing situational awareness**
 - 4.1 Level of assertiveness is applied that ensures safe flight completion
 - 4.2 Effective and efficient communications and interpersonal relationships are established and maintained with all stakeholders to ensure safe flight outcome
 - 4.3 Passengers and crew members are encouraged to participate in and contribute to safe flight outcome
 - 4.4 Appropriate action is taken in conjunction with others to cooperatively correct any identified unsafe situations that may develop during an aircraft flight

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 AVIZ4001 Manage situation awareness in aircraft flight.

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>

Assessment Requirements for AVIZ0006 Manage situational awareness in aircraft flight

Modification History

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 air safety practices and regulations
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using required equipment
- implementing contingency plans
- implementing work health and safety (WHS) procedures and relevant regulations
- maintaining all necessary communications
- maintaining and managing an aircraft situation alone and in conjunction with others
- maintaining compliance with regulatory requirements
- modifying activities depending on workplace contingencies, situations and environments
- monitoring and anticipating operational problems and hazards and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant regulations, instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences in the workplace
- selecting and using appropriate instruments, communications equipment and aids
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS standards
- sourcing and interpreting aviation weather forecast products appropriate to flight planning and navigation procedures
- transferring aircraft control between crew members
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions and include knowledge of:

- air navigation techniques
- aircraft communication procedures and protocols
- aircraft fuel usage rates
- in a Defence context, relevant Defence Orders and Instructions
- operational hazards identified when managing situational awareness and ways of controlling those hazards and associated risks
- principles of aircraft flight
- problems that may occur when managing situational awareness and action that can be taken to overcome these problems
- procedures for maintaining situational awareness
- procedures for transferring aircraft control between crew members
- relevant WHS and environmental procedures and regulations
- relevant sections of Civil Aviation Safety Regulations (CASRs) and Civil Aviation Orders
- traffic rules and procedures
- use of a navigational computer.

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 must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

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.

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>

AVIZ5049 Manage situational awareness in the air traffic control environment

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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 situational awareness during air traffic control operations, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority and national operating standards.

It includes establishing and maintaining situational awareness, and contributing to team situational awareness.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to air traffic control duties that complement the technical skills of air traffic controllers, and contribute to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of commercial and military air traffic services 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

Z – Situation Awareness

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 Establish and maintain situational awareness

- 1.1 Status of the air traffic control (ATC) environment is established
- 1.2 Incoming information is accurately perceived
- 1.3 Pertinent information and elements are comprehended and prioritised
- 1.4 Elements within the ATC environment are projected and consequences are established
- 1.5 ATC environment is monitored and status of elements is updated
- 1.6 Loss of situational awareness is identified and actions are taken to recover situational awareness

2 Contribute to team situational awareness

- 2.1 Team situational awareness is established and monitored
- 2.2 Hazards are identified, risks are assessed and risk controls are implemented
- 2.3 Required information is recognised and shared

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit is equivalent to AVIZ5049A Manage situational awareness in the air traffic control environment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

Assessment Requirements for AVIZ5049 Manage situational awareness in the air traffic control environment

Modification History

Release 2. ISC upgrade - a statement relevant to Defence Aviation has been added to the Application of the unit.

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:

- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying reasoning and decision making to airspace and flight path scenarios
- communicating effectively with others
- completing relevant documentation
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- maintaining a strategic traffic management plan
- making decisions related to managing situational awareness in the air traffic control (ATC) environment
- operating equipment in accordance with standard operating procedures
- perceiving and comprehending incoming information
- prioritising tasks to regulate workload
- projecting and developing future airspace and flight path scenarios
- reporting and/or rectifying identified problems promptly
- responding to stressful situations with a considered and measured approach
- working collaboratively with others
- working systematically with attention to detail.

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:

- aircraft performance characteristics
- ATC environment
- duty of care
- factors affecting individual and team situational awareness
- loss of situational awareness identifiers
- loss of situational awareness prevention techniques
- principles of effective ATC
- relevant sections of regulatory and operational documentation
- situational awareness recovery techniques
- techniques for establishing and maintaining situational awareness.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulation assessment.
-

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

BSBADM502 Manage meetings

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

It applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace, including conducting or managing administrative tasks in providing agendas and meeting material. They may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – General Administration

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Prepare for meetings | 1.1 Develop agenda in line with stated meeting purpose 1.2 Ensure style and structure of meeting are appropriate to its purpose 1.3 Identify meeting participants and notify them in accordance with organisational procedures |

| ELEMENT | PERFORMANCE CRITERIA |
|----------------------|--|
| | <p>1.4 Confirm meeting arrangements in accordance with requirements of meeting</p> <p>1.5 Despatch meeting papers to participants within designated timelines</p> |
| 2 Conduct meetings | <p>2.1 Chair meetings in accordance with organisational requirements, agreed conventions for type of meeting and legal and ethical requirements</p> <p>2.2 Conduct meetings to ensure they are focused, time efficient and achieve the required outcomes</p> <p>2.3 Ensure meeting facilitation enables participation, discussion, problem-solving and resolution of issues</p> <p>2.4 Brief minute-taker on method for recording meeting notes in accordance with organisational requirements and conventions for type of meeting</p> |
| 3 Follow up meetings | <p>3.1 Check transcribed meeting notes to ensure they reflect a true and accurate record of the meeting and are formatted in accordance with organisational procedures and meeting conventions</p> <p>3.2 Distribute and store minutes and other follow-up documentation within designated timelines, and according to organisational requirements</p> <p>3.3 Report outcomes of meetings as required, within designated timelines</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|-------------------------|---|
| Reading | 1.1, 1.2, 1.4, 3.1, 3.2 | <ul style="list-style-type: none"> Identifies and interprets information from complex texts including legislation, organisational policies and procedures Compares final output with original notes to check for accuracy |
| Writing | 1.1-1.5, 3.2, 3.3 | <ul style="list-style-type: none"> Addresses the context, purpose and audience when generating a range of texts Prepares complex texts from notes using appropriate |

| | | |
|----------------------------|--|--|
| | | <p>structure, and accurate spelling, grammar and punctuation</p> <ul style="list-style-type: none"> Records notes of meeting proceedings according to organisational requirements Edits and corrects own work to ensure accuracy |
| Oral Communication | 2.1-2.4 | <ul style="list-style-type: none"> Participates in verbal exchanges using appropriate style, tone and vocabulary for audience, context and purpose Listens for specific information during meetings Asks questions and listens to responses to clarify understanding |
| Numeracy | 1.4, 1.5, 3.2, 3.3 | <ul style="list-style-type: none"> Recognises and interprets numerical information related to timeframes and budgets |
| Navigate the world of work | 1.3, 2.1, 2.4, 3.1, 3.2 | <ul style="list-style-type: none"> Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements |
| Interact with others | 1.3, 1.5, 2.3, 3.2 | <ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role Cooperates with others as part of familiar activities, playing an active role in facilitating group interaction |
| Get the work done | 1.1, 1.3, 1.4, 1.5, 2.1, 2.2, 2.4, 3.1, 3.2, 3.3 | <ul style="list-style-type: none"> Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints Recognises and takes responsibility for addressing predictable problems in familiar work contexts |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--------------------------------|---------------------------------|---|--------------------|
| BSBADM502 Manage meetings | BSBADM502B Manage meetings | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBADM502 Manage meetings

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- apply conventions and procedures for formal and informal meetings including:
 - developing and distributing agendas and papers
 - identifying and inviting meeting participants
 - organising and confirming meeting arrangements
 - running the meeting and following up
- organise, take part in and chair a meeting
- record and store meeting documentation
- follow organisational policies and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline meeting terminology, structures, arrangements
- outline responsibilities of the chairperson and explain group dynamics in relation to managing meetings
- describe options for meetings including face-to-face, teleconferencing, web-conferencing and using webcams
- identify the relevant organisational procedures and policies regarding meetings, chairing and minutes including identifying organisational formats for minutes and agendas.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:

- reference material in regard to meeting venues and technology, catering and transport suppliers
- organisational policies and procedures for managing meetings
- office supplies and equipment
- computers and relevant software
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBAUD402 Participate in a quality audit

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to prepare for and participate in a quality audit as a member of a quality audit team. The types of audits may include external or internal systems audits or process or product/service audits.

The process includes reviewing designated documentation; identifying and developing checklists and audit related documentation; preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.

It applies to individuals with a broad knowledge of the quality auditing environment who analyse and evaluate information from a variety of sources to provide solutions to auditing issues, including unpredictable quality auditing problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Review auditee documentation | 1.1 Where applicable, review auditee's previous quality audits to establish possible impact on the conduct of the current audit 1.2 Request relevant organisational documents from auditee, and |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>review and check the adequacy of these documents</p> <p>1.3 Amend reviewed documents, and determine and source any further documentation required</p> <p>1.4 Resolve issues which arise with auditee and relevant parties</p> |
| 2 Participate in developing audit schedules | <p>2.1 Access or prepare appropriate checklists/tools and audit related documentation</p> <p>2.2 Confirm schedules and required resources with auditee before beginning auditing activities</p> <p>2.3 Anticipate possible issues and outline strategies to address these issues, should they arise</p> <p>2.4 Ensure preparation activities and documentation correspond to the audit plan</p> <p>2.5 In consultation with auditing team, determine appropriate methods and techniques</p> <p>2.6 Assist lead auditor in creating entry and exit meeting agendas</p> |
| 3 Gather and analyse information | <p>3.1 Access a range of potential sources of information</p> <p>3.2 Collect and make an initial assessment of sample documentation</p> <p>3.3 Interview appropriate persons in relation to relevant documentation</p> <p>3.4 Identify and report patterns, trends, interrelationships and areas of risk</p> <p>3.5 Identify aspects of the audit that require the use of specialists and request appropriate assistance</p> |
| 4 Evaluate information | <p>4.1 Evaluate information against prescribed benchmarks</p> <p>4.2 Form a defensible opinion as to the meeting of these benchmarks by the auditee</p> <p>4.3 Ensure opinions are formed from and supported by available information</p> |
| 5 Report findings | <p>5.1 Formulate findings and prepare a corrective action report if discrepancies or non-compliances are detected</p> <p>5.2 Examine results/findings against audit objectives and present to lead auditor</p> <p>5.3 Report recommendations for improvements as applicable</p> |
| 6 Participate in exit | 6.1 Prepare for exit meeting |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|--|
| meeting | <p>6.2 Ensure reporting arrangements are agreed upon and documented during the meeting</p> <p>6.3 Ensure context and consequences of audit are explained, and follow-up is discussed</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.1-1.3, 2.1, 2.2, 2.4, 2.6, 3.1-3.5, 4.1, 4.3, 5.1, 5.2 | <ul style="list-style-type: none"> Identifies and interprets information from organisational documentation and workplace procedures |
| Writing | 1.2, 1.3, 2.1, 2.2, 2.4, 2.6, 3.2-3.5, 4.1, 4.3, 5.1-5.3, 6.2 | <ul style="list-style-type: none"> Records or amends information and conveys details in accordance with audit objectives |
| Oral Communication | 1.2, 1.4, 2.2, 2.5, 2.6, 3.3, 3.5, 5.2, 5.3, 6.2, 6.3 | <ul style="list-style-type: none"> Participates in spoken exchanges using structure and language to suit the audience Listens for required information and asks clarifying questions |
| Numeracy | 2.5, 3.1, 3.2, 3.4, 4.1-4.3, 5.1, 5.2 | <ul style="list-style-type: none"> Uses a wide range of mathematical calculations to analyse and arrange numeric information |
| Navigate the world of work | 1.1, 1.2 | <ul style="list-style-type: none"> Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment |
| Interact with others | 1.2, 1.4, 2.2, 2.5, 2.6, 3.3, 3.4, 3.5, 5.2, 5.3, 6.2, 6.3 | <ul style="list-style-type: none"> Collaborates and cooperates with others to achieve joint outcomes Selects and uses appropriate conventions and protocols when communicating with team members and other people in a range of work contexts |
| Get the work done | 1.1-1.4, 2.1, 2.3, 2.4, 3.1, 3.4, 4.1-4.3, 6.1 | <ul style="list-style-type: none"> Organises, plans and prioritises workload with some sense of what can be achieved in a timeframe Systematically gathers, analyses and evaluates all relevant information to make decisions Recognises and addresses some problems within own scope, recognising when to seek the expertise of others |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| BSBAUD402 Participate in a quality audit | BSBAUD402B Participate in a quality audit | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBAUD402 Participate in a quality audit

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- review and amend all relevant documentation
- develop an audit schedule using relevant tools and strategies
- use various methods to gather data and information to complete an audit, seeking specialist advice where appropriate
- use predetermined benchmarks to evaluate findings and formulate well-founded opinions
- develop a comprehensive report for the exit meeting, which analyses both context and consequences of the completed audit
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe relevant auditing codes of practice or ethics
- outline auditing methods and techniques
- summarise current audit practices
- identify current industry products and/or services to assist in the auditing process.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

- workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBAUD411 Participate in quality audits

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to prepare for and participate in quality audits as a member of a quality audit team. The types of audits may include internal or external systems audits, process audits or product/service audits. The process includes reviewing designated documentation; identifying and developing checklists and audit related documentation; preparing audit plans and evaluating information; and reporting findings to the lead auditor.

The unit applies to individuals with a broad knowledge of the quality auditing environment, who gather, analyse and evaluate information from a variety of sources and provide objective audit findings, to be included as part of the audit report.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Audit and Compliance

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Review own role and documentation | 1.1 Review own role and responsibilities within quality audit team 1.2 Review previous quality audits and determine impact on conduct of current audit, where required 1.3 Source required organisational documentation from lead auditor, and check the adequacy of the documentation 1.4 Review documents, and determine and request further documentation required |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | 1.5 Identify and resolve documentation issues with lead auditor and relevant stakeholders, within scope of own role 1.6 Identify aspects of the audit that require the use of specialists and refer to lead auditor |
| 2. Participate in audit preparation | 2.1 Access or prepare checklists, tools and audit related documentation 2.2 Confirm schedule and required resources with lead auditor 2.3 Prepare for possible issues and outline mitigation strategies 2.4 Confirm that preparation activities and documentation align with the audit plan with required personnel 2.5 Determine appropriate methods and techniques in consultation with auditing team 2.6 Create entry and exit meeting agendas according to organisational templates, and present to required audit team member, where required 2.7 Participate in entry meeting |
| 3. Gather and analyse information | 3.1 Access a range of sources of information relevant to task 3.2 Collect, and make an initial assessment of, documentation 3.3 Communicate with relevant parties in relation to documentation 3.4 Analyse patterns, trends, interrelationships and areas of risk, and communicate to team according to own role and responsibilities |
| 4. Evaluate information | 4.1 Evaluate information against prescribed benchmarks 4.2 Form an objective decision regarding the level of compliance found 4.3 Check decision is formed from and supported by available information |
| 5. Report findings | 5.1 Formulate findings and prepare recommendations on corrective actions if discrepancies or non-compliances are detected 5.2 Examine results and findings against audit objectives and present to lead auditor 5.3 Report recommendations for improvements to lead auditor according to agreed documentation |
| 6. Participate in exit meeting process | 6.1 Prepare for exit meeting using exit meeting agenda 6.2 Confirm context and consequences of audit are explained, and follow-up is discussed |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|--------------------|---|
| Reading | <ul style="list-style-type: none"> Identifies and interprets information from organisational documentation and workplace procedures |
| Writing | <ul style="list-style-type: none"> Records or amends information and conveys details Produces reports matching style of writing to purpose and audience |
| Oral Communication | <ul style="list-style-type: none"> Participates in spoken exchanges using structure and language to suit the audience Listens for required information and asks clarifying questions |
| Teamwork | <ul style="list-style-type: none"> Collaborates and cooperates with others to achieve joint outcomes Selects and uses appropriate conventions and protocols when communicating with team members and other people in a range of work contexts |
| Self-management | <ul style="list-style-type: none"> Organises, plans and prioritises workload with some sense of what can be achieved in a timeframe |
| Problem solving | <ul style="list-style-type: none"> Recognises and addresses some problems within own scope, recognising when to seek the expertise of others |
| Technology | <ul style="list-style-type: none"> Uses digital tools and systems to report audit findings |

Unit Mapping Information

Supersedes and is equivalent to BSBAUD402 Participate in a quality audit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBAUD411 Participate in quality audits

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- participate in a quality audit as a member of a quality audit team on at least two occasions.

In the course of the above, the candidate must:

- source and review documentation
- develop audit plan using tools and strategies
- use predetermined reference criteria to evaluate findings and formulate well-founded objective decisions
- contribute to preparation of a corrective action report
- use terminology relating to auditing in written and oral communications.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- auditing benchmarks
- auditing methods and techniques
- current audit practices
- current industry products and services that support the auditing process
- key components of an audit plan
- patterns, trends, interrelationships and areas of risk in an organisational quality system
- key features of technology required for quality auditing participation and reporting.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBAUD501 Initiate a quality audit

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to initiate and organise a quality audit with an auditee. It covers assessing the scope and objectives of a quality audit; communicating with the auditee regarding the proposed quality audit; identifying resources required to conduct the audit; and developing and submitting a quality audit plan. The types of audits may include external or internal systems audits or process or product/service audits.

It applies to individuals with a well-established theoretical knowledge base in quality auditing who are proficient in using a wide range of specialised, quality auditing and managerial techniques to plan, carry out and evaluate a quality audit. Individuals also supervise and monitor the processes and outcomes of others working in a quality audit team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Quality Auditing

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Assess quality audit scope and objectives | <p>1.1 Determine and discuss audit objectives with the auditee, client and all other relevant parties</p> <p>1.2 Determine and discuss scope of the quality audit with the auditee, client and all other relevant parties</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>1.3 Identify relevant standards that impact the environment in which the audit operates</p> <p>1.4 Determine scope commensurate with identified risks</p> |
| 2 Communicate with auditee regarding proposed quality audit | <p>2.1 Determine audit history, organisational structure and culture through consultation with the auditee</p> <p>2.2 Negotiate and ensure agreement with auditee, the proposed audit methods and techniques to be applied</p> <p>2.3 Outline audit processes to establish sequence of audit activities, and the roles of the auditors and auditees in the process</p> |
| 3 Identify resources required to conduct quality audit | <p>3.1 Identify resources required to perform the quality audit efficiently and effectively</p> <p>3.2 Select audit team members on the basis of relevant expertise</p> <p>3.3 Confirm availability of resources required to conduct the audit with auditee</p> <p>3.4 Assign roles and responsibilities to audit team members</p> |
| 4 Develop and submit quality audit plan | <p>4.1 Develop quality audit plan according to established scope and objectives</p> <p>4.2 Assign timing, schedules and responsibilities for implementation of the audit plan</p> <p>4.3 Develop audit priorities and ensure agreement with auditees and audit team members</p> <p>4.4 Document and submit audit plan to auditee</p> |
| 5 Prepare audit team | <p>5.1 Inform audit team members of their responsibilities, audit objectives and scope</p> <p>5.2 Communicate audit plan and schedules to all audit team members</p> <p>5.3 Discuss and clarify audit methods and techniques with audit team members</p> |
| 6 Review auditee documentation | <p>6.1 Review auditee's previous audits to establish possible impact on the conduct of the current audit</p> <p>6.2 Review and check relevant organisational documents for accuracy</p> <p>6.3 Resolve arising problems with auditee and relevant parties</p> |
| 7 Identify and prepare checklists and audit | <p>7.1 Develop checklists to reflect audit scope and objectives</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|-----------------------|---|
| related documentation | 7.2 Develop or obtain documentation required for the audit 7.3 Prepare agenda for entry meeting 7.4 Include value-adding activities in audit related documentation where required |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.3, 4.1, 6.1, 6.2, 7.1 | <ul style="list-style-type: none"> Interprets and analyses information from organisational documentation |
| Writing | 4.1-4.4, 6.2, 7.1-7.4 | <ul style="list-style-type: none"> Develops a range of documents using structure, tone and vocabulary appropriate to audience, context and purpose Records or amends information and conveys details in accordance with audit objectives |
| Oral Communication | 1.1, 1.2, 2.1-2.3, 4.3, 5.1-5.3, 6.3 | <ul style="list-style-type: none"> Participates in spoken exchanges using structure and language to suit the audience Uses questioning and listening techniques to clarify requirements |
| Numeracy | 4.2 | <ul style="list-style-type: none"> Uses mathematical calculations for project scheduling |
| Navigate the world of work | 1.3 | <ul style="list-style-type: none"> Monitors adherence to organisational policies and relevant standards and considers own role in terms of its contribution to broader goals of the work environment |
| Interact with others | 1.1, 1.2, 2.1, 2.2, 3.4, 4.4, 5.1, 5.2 | <ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role Recognises the importance of building rapport and building effective working relationships Collaborates with others to negotiate acceptable outcomes, playing an active role in facilitating effective group interaction |
| Get the work done | 1.1, 1.2, 1.4, 2.1, 2.3, 3.1, 3.2, 4.1, | <ul style="list-style-type: none"> Organises, plans and sequences own workload and schedules work activities of others Uses analytical processes to decide on a course of |

| | | |
|--|--------------------|---|
| | 4.2, 4.3, 6.1, 6.3 | <p>action, establishing criteria for deciding between options and seeking advice from others before taking action when necessary</p> <ul style="list-style-type: none"> Addresses some unfamiliar problems of increasing complexity within own scope, recognising when to seek the expertise of others |
|--|--------------------|---|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|------------------------------------|-------------------------------------|---|--------------------|
| BSBAUD501 Initiate a quality audit | BSBAUD501B Initiate a quality audit | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBAUD501 Initiate a quality audit

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- produce documented audit plans for auditees across a variety of contexts including:
 - the scope and objectives of the audit
 - proposed audit methods and techniques to be used
 - required resources and schedules
 - allocation of individual audit team member responsibilities for conducting the proposed audit.
- use terminology relating to quality auditing in written or oral communications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the relevant auditing codes of practice or ethics
- describe auditing methods and techniques
- outline the requirements of auditing regulations and standards
- identify current audit practices
- outline quality auditing principles, techniques and systems
- describe the requirements of house or other style manual protocols for written communications
- identify software applications relevant to quality auditing activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – quality auditing field of work and include access to:

- workplace documentation including previous quality audit reports, checklists, risk management plans and audit plans.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBAUD512 Lead quality audits

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to lead audit teams as they conduct quality audits. It covers conducting entry and exit meetings; identifying and gathering relevant information; managing audit team resources; and providing feedback to audit team members on their performance.

The unit applies to individuals who have a well-established knowledge of quality auditing and who are proficient in using a range of quality auditing and managerial techniques to supervise quality audit teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Audit and Compliance

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Lead entry meeting | 1.1 Confirm agenda is prepared for entry meeting 1.2 Review and confirm proposed audit plan with relevant stakeholders in entry meeting 1.3 Make changes to audit plan, as required |
| 2. Identify and gather evidence | 2.1 Identify sources of information according to audit plan 2.2 Interview relevant stakeholders 2.3 Gather information and documentation |
| 3. Manage audit team | 3.1 Supervise activities of audit team members |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| resources | 3.2 Re-assign team members, as required 3.3 Instigate contingency actions, as required |
| 4. Lead exit meeting | 4.1 Review, assess, and reach agreement on audit team findings according to audit plan 4.2 Prepare for exit meeting 4.3 Examine results and findings against audit objectives and present to relevant stakeholders 4.4 Confirm reporting arrangements for the quality audit with the auditee 4.5 Explain context and consequences of audit and discuss follow-up 4.6 Review and submit final audit report according to audit plan |
| 5. Lead team members in performance improvement | 5.1 Provide feedback on performance to audit team 5.2 Encourage and support audit team to review their own work 5.3 Provide and document advice for individual improvement |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|--------------------|--|
| Reading | <ul style="list-style-type: none"> Interprets and analyses information from audit scoping materials |
| Writing | <ul style="list-style-type: none"> Develops a range of documents using relevant structure, tone and vocabulary appropriate to audience, context and purpose Records and amends information and conveys details in accordance with audit objectives |
| Oral Communication | <ul style="list-style-type: none"> Participates in spoken exchanges using clear language, tone and pace Uses questioning and listening techniques to clarify requirements |
| Numeracy | <ul style="list-style-type: none"> Uses mathematical calculations to analyse and arrange numeric information |
| Teamwork | <ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to team communication requirements Recognises the importance of rapport in establishing and building effective working relationships Collaborates with others to negotiate acceptable outcomes, playing an active role in directing and facilitating effective group interaction |
| Initiative and | <ul style="list-style-type: none"> Makes a range of critical and non-critical decisions in relatively |

| Skill | Description |
|-----------------|---|
| enterprise | complex situations, taking a range of factors into account |
| Self-management | <ul style="list-style-type: none">Organises, plans and sequences own workload and schedules work activities of others |
| Problem solving | <ul style="list-style-type: none">Responds to problems requiring immediate attention, drawing on past experiences to devise solutions |
| Technology | <ul style="list-style-type: none">Uses digital tools and systems to assist in leading a quality audit team |

Unit Mapping Information

Supersedes and is equivalent to BSBAUD503 Lead a quality audit.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBAUD512 Lead quality audits

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead a quality audit team on at least two occasions, including:
 - leading entry and exit meetings
 - identifying all objectives, schedules and relevant information and confirming they have been included in the audit plan
 - managing the information gathering process by team members, and analysing, synthesising and reporting of the findings
 - assisting team members to continuously improve their performance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- quality auditing principles, methods and techniques
- requirements of auditing standards
- key features of technology required for quality auditing activities for leading a quality audit team
- strategies to develop performance improvement in audit team members.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation including previous quality audit reports
- checklists
- risk management and audit plans.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCMM401 Make a presentation

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0 |

Application

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Communication – Interpersonal Communication

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Prepare a presentation | <p>1.1 Plan and document presentation approach and intended outcomes</p> <p>1.2 Choose presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed</p> <p>1.3 Select presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------|---|
| | 1.4 Brief others involved in the presentation on their roles/responsibilities within the presentation 1.5 Select techniques to evaluate presentation effectiveness |
| 2 Deliver a presentation | 2.1 Explain and discuss desired outcomes of the presentation with the target audience 2.2 Use presentation aids, materials and examples to support target audience understanding of key concepts and central ideas 2.3 Monitor non-verbal and verbal communication of participants to promote attainment of presentation outcomes 2.4 Use persuasive communication techniques to secure audience interest 2.5 Provide opportunities for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences 2.6 Summarise key concepts and ideas at strategic points to facilitate participant understanding |
| 3 Review the presentation | 3.1 Implement techniques to review the effectiveness of the presentation 3.2 Seek and discuss reactions to the presentation from participants or from key personnel involved in the presentation 3.3 Utilise feedback from the audience or from key personnel involved in the presentation to make changes to central ideas presented |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|----------------------|--|
| Reading | 1.1, 1.2, 1.3, 2.2 | <ul style="list-style-type: none"> Reviews and analyses documents to identify information relevant to a specific presentation |
| Writing | 1.1, 3.3 | <ul style="list-style-type: none"> Develops material to convey ideas and information to target audience in an engaging way |
| Oral | 1.4, 2.1, 2.2, 2.3, | <ul style="list-style-type: none"> Presents information using words and non-verbal features appropriate to the audience and context |

| | | |
|----------------------|-----------------------------------|---|
| Communication | 2.4, 2.5, 2.6, 3.2 | <ul style="list-style-type: none"> • Uses listening and questioning techniques to gather information required to develop or modify presentations • Interprets audience reactions and changes words or non-verbal features accordingly |
| Interact with others | 1.4, 2.1, 2.2, 2.4, 2.5, 2.6, 3.2 | <ul style="list-style-type: none"> • Selects and uses appropriate conventions and protocols to encourage interaction or to present information • Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals • Recognises the need to alter personal communication style in response to the needs or expectations of others |
| Get the work done | 1.1-1.5, 2.2, 2.5, 3.1-3.3 | <ul style="list-style-type: none"> • Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes • Uses feedback from others, analytical and lateral thinking to review current practices and develop new ideas • Uses the main features and functions of digital tools to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|-----------------------------------|------------------------------------|---|--------------------|
| BSBCMM401 Make a presentation | BSBCMM401A Make a presentation | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCMM401 Make a presentation

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- prepare and deliver presentations related to occupation or area of interest which demonstrate the use of:
 - effective presentation strategies and communication principles
 - aids and materials to support the presentation
- select and implement methods to review the effectiveness of own presentation and document any changes which would improve future presentations.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify information collection methods that will support review and feedback of presentations
- identify regulatory and organisational obligations and requirements relevant to presentations
- describe the principles of effective communication
- describe the range of presentation aids and materials available to support presentations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- equipment, materials and business software packages for making a presentation
- business technology
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFLM303 Contribute to effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to gather information and maintain effective relationships and networks, with particular regard to communication and representation.

This unit applies to individuals who use leadership skills including motivation, mentoring and coaching to develop efficient, effective and unified teams and facilitate communication between team members and management of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Seek, receive and communicate information and ideas | 1.1 Collect information associated with the achievement of work responsibilities from appropriate sources 1.2 Communicate ideas and information to diverse audiences in an appropriate and sensitive manner 1.3 Seek contributions from internal and external sources to develop and refine new ideas and approaches in accordance with organisational processes |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>1.4 Facilitate consultation processes to allow employees to contribute to issues related to their work, and promptly communicate outcomes of consultation to the work team</p> <p>1.5 Promptly deal with and resolve issues raised, or refer them to relevant personnel</p> |
| 2 Encourage trust and confidence | <p>2.1 Treat people with integrity, respect and empathy</p> <p>2.2 Encourage effective relationships within the framework of the organisation's social, ethical and business standards</p> <p>2.3 Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance</p> <p>2.4 Adjust interpersonal styles and methods in relation to the organisation's social and cultural environment</p> |
| 3 Identify and use networks and relationships | <p>3.1 Identify and utilise workplace networks to help build relationships</p> <p>3.2 Identify and describe the value and benefits of networks and other work relationships for the team and the organisation</p> |
| 4 Contribute to positive outcomes | <p>4.1 Identify difficulties and take action to rectify the situation within own level of responsibility according to organisational and legal requirements</p> <p>4.2 Support colleagues in resolving work difficulties</p> <p>4.3 Regularly review workplace outcomes and implement improvements in consultation with relevant personnel</p> <p>4.4 Identify and resolve poor work performance within own level of responsibility and according to organisational policies</p> <p>4.5 Deal constructively with conflict, within the organisation's established processes</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|-------------------------|--|
| Reading | 1.1, 1.3, 1.4, 1.5, 4.3 | <ul style="list-style-type: none"> Comprehends textual information to determine regulatory requirements and adhere to job processes |

| | | |
|----------------------------|--|--|
| | | and internal policies |
| Writing | 1.1-1.5, 4.3, 4.4, 4.5 | <ul style="list-style-type: none"> • Uses appropriate language to record key information related to the outcomes of the job • Varies writing style to meet requirements of audience and purpose |
| Oral Communication | 1.2-1.5, 2.1, 2.2, 2.4, 3.1, 4.2-4.5 | <ul style="list-style-type: none"> • Speaks clearly using tone and pace appropriate for the audience and purpose • Uses appropriate techniques, including active listening and questioning, to clarify information and to confirm understanding |
| Navigate the world of work | 1.3, 2.1, 2.2, 2.4, 4.1, 4.4, 4.5 | <ul style="list-style-type: none"> • Takes personal responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in all interactions with others |
| Interact with others | 1.2, 1.3, 1.4, 1.5 2.1, 2.2, 2.3, 2.4 4.2, 4.3, 4.4, 4.5 | <ul style="list-style-type: none"> • Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to build rapport, establish networks, seek or share information, • Adjusts personal communication style in response to a diverse range of individuals in the work context • Uses collaborative techniques to engage team members in consultations and negotiations • Implements strategies to respond appropriately to conflict and poor work performance |
| Get the work done | 1.1, 1.3, 1.4,1.5, 2.3, 3.1, 3.2, 4.1, 4.2, 4.3, 4.4 | <ul style="list-style-type: none"> • Takes responsibility for planning, sequencing and prioritising tasks and own workload for effective outcomes • Uses formal analytical thinking techniques and broad ranging consultative processes to identify issues and implement a constructive approach to solutions and improvement opportunities • Uses familiar digital technologies and systems to access, present and communicate information |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| BSBFLM303 Contribute to effective workplace | BSBFLM303C Contribute to effective workplace | Updated to meet Standards for Training Packages | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|-----------------|---------------------------|
| relationships | relationships | | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFLM303 Contribute to effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- access and analyse information to achieve planned outcomes
- apply techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements
- review and improve workplace outcomes in consultation with relevant personnel
- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
 - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
 - forge effective relationships with internal and/or external people and help to maintain these networks
 - encourage participation and foster contribution of and respect for ideas and feedback
 - provide support to colleagues to resolve difficulties.
- communicate ideas and information to diverse audiences
- develop networks and build team relationships.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes
- explain techniques for developing positive work relationships and building trust and confidence in a team
- identify relevant legislation from all levels of government that affects business operation

- describe a range of methods and techniques for communicating information and ideas to a range of stakeholders
- outline problems solving methods
- explain methods to resolve workplace conflict
- explain methods to manage poor work performance
- explain how to monitor, analyse and introduce ways to improve work relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant legislation and regulations
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFLM305 Support operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance.

It applies to individuals who use planning and analytical skills to achieve the measurable, stated objectives of the team and the organisation. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Contribute to implementation of operational plan | 1.1 Collect and record details of resource requirements and report to relevant personnel 1.2 Ensure the operational plan contributes to the achievement of the organisation's performance and business plan 1.3 Identify key performance indicators to measure own and work |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | <p>team's performance</p> <p>1.4 Undertake contingency planning as required</p> <p>1.5 Support the development and presentation of proposals for resource requirements as necessary</p> |
| 2 Assist in recruiting employees and acquiring resources | <p>2.1 Assist with employee recruitment and/or induction as required, within the organisation's policies, practices and procedures</p> <p>2.2 Acquire physical resources and services according to the organisation's policies, practices and procedures, and in consultation with relevant personnel</p> |
| 3 Support operations | <p>3.1 Identify and utilise performance systems and processes to assess team progress in achieving plans and targets</p> <p>3.2 Compare actual productivity and performance with identified short-term budgets, targets and performance results</p> <p>3.3 Identify and report unsatisfactory performance to relevant personnel, to enable action to be taken to rectify situation</p> <p>3.4 Provide coaching to support individuals and teams to use resources effectively, economically and safely</p> <p>3.5 Support consultation processes for development and/or variation of the operational plan as required</p> <p>3.6 Present recommendations for variation to operational plans to relevant personnel</p> <p>3.7 Follow performance systems, procedures and recording processes in accordance with organisation requirements</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------|----------------------------------|--|
| Learning | 3.4 | <ul style="list-style-type: none"> Contributes to ongoing organisational improvement by training others to uses resources appropriately |
| Reading | 1.1-1.3, 2.1, 2.2, 3.1, 3.2, 3.7 | <ul style="list-style-type: none"> Interprets information from a range of familiar texts |

| | | |
|----------------------------|-------------------------|---|
| Writing | 1.1, 1.4, 1.5, 3.3, 3.6 | <ul style="list-style-type: none"> Uses appropriate vocabulary and grammatical structures to achieve precise meaning in a range of documentation |
| Oral Communication | 1.1, 2.1, 2.2, 3.3-3.6 | <ul style="list-style-type: none"> Articulates information concisely using appropriate terminology, tone and style Uses questioning and listening techniques to exchange and clarify information |
| Numeracy | 1.1, 1.2, 2.2, 3.2, 3.4 | <ul style="list-style-type: none"> Interprets and analyses numerical information to support resource acquisition and broader business plan |
| Navigate the world of work | 2.1, 2.2, 3.7 | <ul style="list-style-type: none"> Adheres to organisational policies and procedures and understands and meets expectations associated with own role |
| Interact with others | 1.5, 2.1, 3.4-3.6 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with relevant personnel Collaborates and cooperates with others to achieve joint outcomes |
| Get the work done | 1.1-1.4, 3.1, 3.3 | <ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for effective outcomes Makes routine decisions and implements standard procedures for routine tasks Recognises and responds to predictable routine problems related to role in the immediate work context |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|------------------------------------|-------------------------------------|---|--------------------|
| BSBFLM305 Support operational plan | BSBFLM305C Support operational plan | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFLM305 Support operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- assist in planning resource acquisition and usage including human resources, risk management and contingency planning
- share information and support members of the work team to achieve plans and targets
- monitor, analyse and report individual and team performance against identified targets.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the processes used to plan and acquire resources
- summarise organisational recruitment and induction processes
- explain the relationship between key performance indicators and achievement of the operational plan
- explain the role of contingency planning in supporting the operational plan
- identify systems and processes for monitoring and reporting performance
- identify alternative approaches to improving resource usage and eliminating resource inefficiencies and waste
- identify relevant legislation, regulations, standards or codes of practice that may affect the operational plan
- identify the organisational policies, practices and procedures relevant to implementation of the operational plan.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant legislation and regulations
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFLM306 Provide workplace information and resourcing plans

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information.

It applies to individuals who use organisational and analytical skills to support business and resource planning processes. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non-routine activities that require some discretion and judgement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Locate relevant information | 1.1 Identify and locate information required by teams 1.2 Acquire and review information according to organisational procedures 1.3 Apply plans and procedures to obtain information which is not immediately available/accessible |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| 2 Collect and report information | 2.1 Collect information relevant to the needs of teams in an adequate and timely manner 2.2 Ensure information acquired is in a format suitable for analysis, interpretation and dissemination 2.3 Use information to identify and report relevant trends and developments to relevant personnel, within the limits of own role |
| 3 Use information systems | 3.1 Effectively use management information systems to store and retrieve data 3.2 Use available technology to manage information effectively 3.3 Report recommendations for improving information system to designated persons and/or groups |
| 4 Support preparation of business plan and/or budgets | 4.1 Effectively utilise the contribution of the work team when preparing business plans and/or budgets to gain support for outcomes 4.2 Present and record information to support preparation of business plans and/or budgets in accordance with organisation’s guidelines and requirements 4.3 Follow contingency plans when alternative action is required |
| 5 Support preparation of resource proposals | 5.1 Consult with colleagues to collect resource planning data as required 5.2 Report estimated resource needs and usage according to organisational requirements as necessary 5.3 Facilitate resourcing within limits of own role |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|--------------------------------------|--|
| Reading | 1.1-1.3, 2.1-2.3, 3.1, 4.2, 4.3, 5.2 | <ul style="list-style-type: none"> Interprets information from a range of familiar texts including organisational policies and procedures |
| Writing | 2.2, 2.3, 3.1, 3.3, | <ul style="list-style-type: none"> Uses appropriate vocabulary and formats to achieve precise meaning in a range of documentation |

| | | |
|----------------------------|---|--|
| | 4.1, 4.2, 5.2 | |
| Oral Communication | 2.3, 3.3, 4.1, 5.1 | <ul style="list-style-type: none"> Provides information using terminology and style appropriate to context and audience Uses questioning and listening techniques to exchange and clarify information |
| Numeracy | 1.1, 1.2, 2.1-2.3, 4.1, 4.2, 5.1, 5.2 | <ul style="list-style-type: none"> Interprets and analyses numerical information to identify budgetary requirements |
| Navigate the world of work | 1.2, 1.3, 4.2, 5.2 | <ul style="list-style-type: none"> Adheres to organisational protocols and procedures and understands the nature and purpose of own role and associated responsibilities |
| Interact with others | 3.3, 5.1 | <ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role Seeks to cooperate with others to achieve results in immediate work context |
| Get the work done | 1.1, 1.3, 2.1, 2.2, 3.1-3.3, 4.1, 4.3, 5.1, 5.3 | <ul style="list-style-type: none"> Takes responsibility for planning and organising tasks required to achieve required outcomes Makes routine decisions based on implementation of standard plans and procedures Collects and analyses information efficiently to develop recommendations for improvements and perform resourcing tasks Uses digital systems and tools to access, store and retrieve data and manage information |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| BSBFLM306 Provide workplace information and resourcing plans | BSBFLM306C Provide workplace information and resourcing plans | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFLM306 Provide workplace information and resourcing plans

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- use management information system to collect, store and retrieve data to support the preparation of business plans and/or budgets
- involve the work team in planning and budget preparation
- estimate resource needs and usage according to organisational requirements and allocating or acquiring resources within limits of own role.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe information contained in management information systems
- discuss basic financial concepts relating to operational plans and budgets
- list the main requirements of a business plan
- outline data required to prepare resource proposals
- outline methods to gain efficiencies in operational resource management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others
- business technology.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFLM312 Contribute to team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

It applies to individuals who play a prominent part in motivating, mentoring, coaching and developing team cohesion through team leadership and forming the link between the management of the organisation and the team members. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve complex or non-routine activities that require some discretion and judgement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Frontline Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1 Contribute to team outcomes | 1.1 Consult team members to identify team purpose, roles, responsibilities, goals, plans and objectives 1.2 Support team members to meet expected outcomes |

| ELEMENT | PERFORMANCE CRITERIA |
|-------------------------------|---|
| 2 Support team cohesion | <p>2.1 Encourage team members to participate in the planning, decision making and operational aspects of the work team to their level of responsibility</p> <p>2.2 Encourage team members to take responsibility for their own work and to assist each other in undertaking required roles and responsibilities</p> <p>2.3 Provide feedback to team members to encourage, value and reward team members' efforts and contributions</p> <p>2.4 Identify and address issues, concerns and problems identified by team members, or refer to relevant persons as required</p> |
| 3 Participate in work team | <p>3.1 Actively encourage and support team members to participate in team activities and communication processes and to take responsibility for their actions</p> <p>3.2 Support the team to identify and resolve problems which impede its performance</p> <p>3.3 Utilise own contribution to work team to serve as a role model for others and enhance the organisation's image within the work team, the organisation and with clients/customers</p> |
| 4 Communicate with management | <p>4.1 Maintain open communication with line manager/management at all times</p> <p>4.2 Communicate information from line manager/management to the team</p> <p>4.3 Communicate unresolved issues to line manager/management and follow up to ensure action is taken in response to these matters</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|-------------------------|--|
| Writing | 2.3, 2.4, 4.2, 4.3 | <ul style="list-style-type: none"> Uses appropriate vocabulary, grammatical structures and conventions to communicate information, matching style to purpose and audience |
| Oral | 1.1, 1.2, 2.1-2.4, 3.1, | <ul style="list-style-type: none"> Presents ideas and seeks feedback from others using vocabulary and non-verbal features appropriate to the |

| | | |
|----------------------------|--------------------------------------|---|
| Communication | 3.2, 4.1-4.3 | <p>audience</p> <ul style="list-style-type: none"> Participates in open discussions to elicit the views of others by asking questions and listening to responses |
| Navigate the world of work | 1.1 | <ul style="list-style-type: none"> Ensures that team members are aware of their rights and responsibilities in the workplace, including workplace safety |
| Interact with others | 1.1, 1.2, 2.1-2.4, 3.1, 3.2, 4.1-4.3 | <ul style="list-style-type: none"> Collaborates, supports and cooperates with others to achieve work outcomes, and encourages others to do the same Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role Recognises importance of own interpersonal skills in projecting a positive image to others in work context Understands the need to modify own communication style to accommodate individual differences |
| Get the work done | 1.1, 2.4, 4.1, 4.3 | <ul style="list-style-type: none"> Plans and implements tasks required to achieve required outcomes Recognises and responds to problems related to role and seeks assistance when problems are beyond immediate responsibilities |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| BSBFLM312 Contribute to team effectiveness | BSBFLM312C Contribute to team effectiveness | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFLM312 Contribute to team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- discuss and clarify goals and responsibilities with a team of people
- apply management and communication skills with a range of people that:
 - provides direction and leadership
 - assists individuals to achieve goals
 - motivates and builds team cohesion
 - fosters contribution of and respect for ideas
- apply techniques for resolving problems within organisational and legislative requirements
- communicate effectively with management including escalating problems outside own area of responsibility
- manage communication of information to, and between, the team.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list organisational goals, objectives and plans that relate to the team
- identify legislation, regulations, standards or codes of practice that may impact team performance and outcomes
- describe the organisational structure with reference to the organisational chart
- describe options for addressing performance issues in the organisation
- explain the principles and techniques of:
 - group dynamics and processes
 - motivation

- negotiation
- explain why considering individual behaviour and differences is important to a manager.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management field of work and include access to:

- relevant workplace documentation and resources
- relevant legislation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBHRM415 Coordinate recruitment and onboarding

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions.

The unit applies to individuals working in a human resources job role, as well as those for whom recruitment and onboarding are part of their broader duties.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Human Resources

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan for recruitment | 1.1 Establish recruitment requirements and authority to fill position 1.2 Consult with relevant stakeholders about job descriptions, selection criteria and workforce strategy 1.3 Contribute to development of job descriptions that accurately reflect the role requirements according to relevant policies, procedures and legislative requirements 1.4 Implement strategies to assist in sourcing candidates according to organisational policies and procedures |
| 2. Screen and interview potential candidates | 2.1 Conduct preliminary screening with candidates according to legislative requirements 2.2 Organise and conduct interviews and selection activities according to organisational policies and procedures |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------|---|
| | 2.3 Carry out skills assessment relevant to the position 2.4 Obtain relevant additional information from candidates |
| 3. Assess and select candidates | 3.1 Consult with relevant stakeholders to conduct assessment and selection process according to organisational policy and legislative requirements 3.2 Assess candidates against specified selection criteria and referee reports 3.3 Prepare recommendations for relevant stakeholders and document according to organisational procedures |
| 4. Manage candidate outcomes | 4.1 Inform all candidates of selection decisions 4.2 Provide feedback to candidates according to organisational policies and procedures 4.3 Secure preferred candidate's agreement 4.4 Coordinate necessary documentation according to organisational procedures, observing confidentiality and privacy requirements |
| 5. Onboard successful candidate | 5.1 Advise relevant stakeholders of new appointment, including start date 5.2 Make necessary administrative arrangements for pay and employee record keeping 5.3 Coordinate successful candidate's onboarding according to organisational policies and procedures |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|--------------------|--|
| Reading | <ul style="list-style-type: none"> Interprets a range of textual information from a variety of sources and analyses and reviews for compliance and suitability |
| Writing | <ul style="list-style-type: none"> Prepares concise notes to help synthesise information sourced during research Produces reports and other business communication for a range of contexts and audiences using relevant language and structure |
| Oral Communication | <ul style="list-style-type: none"> Asks questions and listens carefully to gather, interpret or evaluate information Participates in verbal exchanges using clear language and appropriate tone to provide relevant information and feedback |

| | |
|-----------------|---|
| Self-management | <ul style="list-style-type: none"> • Applies workplace protocols, legislation or regulations relevant to own responsibilities • Selects and uses appropriate conventions and protocols when communicating with candidates or clients • Takes responsibility for planning and implementing tasks for efficient and effective outcomes |
| Teamwork | <ul style="list-style-type: none"> • Participates in conversations relevant to role responding, explaining, negotiating and persuading, as required |
| Problem solving | <ul style="list-style-type: none"> • Uses systematic, analytical processes to evaluate information and make decisions |

Unit Mapping Information

Supersedes and is equivalent to BSBHRM405 Support the recruitment, selection and induction of staff.

Supersedes but is not equivalent to:

- BSBEMS401 Develop and implement business development strategies to expand client base
- BSBEMS402 Develop and implement strategies to source and assess candidates
- BSBEMS403 Develop and provide employment management services to candidates
- BSBEMS404 Manage the recruitment process for client organisations
- BSBSMB417 Recruit staff.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM415 Coordinate recruitment and onboarding

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate the recruitment and onboarding of two candidates.

In the course of the above, the candidate must:

- demonstrate the process for screening and interviewing a candidate
- communicate effectively with clients and successful and unsuccessful candidates
- review job descriptions and use them to support sourcing, selecting and appointing suitable staff
- consult with relevant stakeholders to gain approvals
- develop selection criteria and interview questions in consultation with relevant stakeholders
- obtain referees' reports
- provide a written report or demonstration of an assessment of a candidate's skills and selection recommendation
- secure preferred candidate's agreement and provide an employment contract.
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of relevant legislation, regulations, standards and codes of practice that affect employment agencies and organisation's recruiting processes
- common interview techniques and recruitment sourcing methods
- common methods of attracting candidates
- methods to assess and report on candidates according to organisational procedures
- strategies to provide feedback to candidates according to organisational procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace policies and procedures relevant to performance evidence
- position descriptions
- legislation, regulations, Codes and Standards relevant to staff recruitment, selection and onboarding.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBHRM524 Coordinate workforce plan implementation

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to coordinate the implementation of a workforce plan, including researching requirements, coordination of planning and implementing initiatives and monitoring trends.

The unit applies to individuals who are human resource practitioners or staff members with a role in a policy or planning unit that focuses on workforce planning.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Human Resources

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Research workforce requirements | 1.1 Review current data on staff turnover and demographics 1.2 Assess factors impacting workforce supply 1.3 Establish organisation's requirements for a skilled and diverse workforce |
| 2. Coordinate workforce objectives and strategies | 2.1 Consult relevant stakeholders on organisational strategy and establish aligned objectives for modification or retention of the workforce 2.2 Confirm objectives for workforce diversity and cross-cultural management with relevant stakeholders 2.3 Assist determination of strategies to address high staff turnover 2.4 Assist determination of objectives to retain relevant skilled |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | labour 2.5 Assist determination of strategies to source skilled labour 2.6 Communicate plan objectives to relevant stakeholders 2.7 Obtain agreement and endorsement for objectives and establish targets |
| 3. Coordinate implementation of initiatives | 3.1 Support implementation of agreed objectives for recruitment, training, redeployment and redundancy 3.2 Identify strategies to assist workforce to deal with organisational change and coordinate implementation 3.3 Identify strategies to assist in meeting the organisation's workforce diversity goals and coordinate implementation 3.4 Coordinate implementation of succession planning system and ensure workers are developed and retained |
| 4. Monitor and evaluate workforce trends | 4.1 Review workforce plan against patterns in existing employee and workforce changes 4.2 Monitor labour supply trends for areas of over and under supply in the external environment 4.3 Monitor effects of labour trends on the demand for labour within own organisation 4.4 Coordinate survey of organisational climate and collect worker satisfaction results 4.5 Consult with relevant stakeholders and refine objectives and strategies in response to internal and external changes 4.6 Monitor government policy on labour demand and supply 4.7 Evaluate effectiveness of change processes against agreed objectives |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|---------|--|
| Reading | <ul style="list-style-type: none"> Interprets and critically analyses organisational strategy and data on staff turnover and demographics |
| Writing | <ul style="list-style-type: none"> Uses broad vocabulary, grammatical structure and conventions appropriate to audience and context to develop strategies, plans or reports |
| Oral | <ul style="list-style-type: none"> Conveys information using language, format and style appropriate to a |

| SKILL | DESCRIPTION |
|---------------------------|--|
| communication | specific audience |
| Numeracy | <ul style="list-style-type: none"> Extracts and applies mathematical information and problem-solving strategies when monitoring labour trends and surveying organisational climate |
| Initiative and enterprise | <ul style="list-style-type: none"> Understands and interprets organisational goals to develop processes, objectives or strategies relevant to own role requirements Selects and implements appropriate communication protocols to liaise with stakeholders in a range of work contexts |
| Self-management | <ul style="list-style-type: none"> Sequences and schedules complex activities, monitors implementation and manages relevant communication when researching requirements and developing workforce objectives and strategies Uses a range of digital tools to collect data, and to extract, organise and share information |
| Problem solving | <ul style="list-style-type: none"> Anticipates potential problems and uses analytical or lateral thinking processes to formulate contingency plans Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account when assessing factors affecting workforce supply |

Unit Mapping Information

Supersedes and is equivalent to BSBHRM513 Manage workforce planning.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM524 Coordinate workforce plan implementation

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate the implementation of a workforce plan in at least one work area.

In the course of the above, the candidate must:

- review relevant trends and supply and demand factors that will impact on organisation's workforce
- review and interpret information from a range of internal and external sources, in order to identify:
 - current staff turnover and demographics
 - labour supply trends factors that may affect workforce supply
 - organisation's workforce requirements objectives and strategies.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of external labour supply relevant to the specific industry or skill requirements of the organisation
- key features of industrial relations relevant to the specific industry
- labour force analysis and forecasting techniques
- common programs that ensure workplace is an employer of choice
- key aspects of:
 - staff turnover and demographics factors
 - sources of skilled labour
 - contingency plans
 - strategies for recruitment, training, redeployment and redundancy
 - strategies to assist in meeting the organisation's workforce diversity goals

- format and content of workforce plan according to organisational procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence
- organisational strategic and operational plans
- relevant organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBHRM525 Manage recruitment and onboarding

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to manage all aspects of recruitment and onboarding processes according to organisational policies and procedures.

The unit applies to individuals who take responsibility for managing aspects of recruiting, selecting new staff and orientating those staff in their new positions. The individual may be directly involved in the recruitment processes themselves or coordinating the process.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Human Resources

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Develop recruitment and onboarding policies and procedures | 1.1 Identify existing recruitment and onboarding policies and procedures 1.2 Assess options for technology to improve efficiency and effectiveness of recruitment process 1.3 Update existing policies and procedures according to organisational requirements 1.4 Obtain support for policies and procedures from relevant stakeholders 1.5 Create forms and documents supporting policies and procedures and make adjustments, where required 1.6 Communicate policies and procedures to relevant staff and |

| ELEMENT | PERFORMANCE CRITERIA |
|-------------------------------|---|
| | provide training, where required |
| 2. Manage recruitment process | 2.1 Determine future human resource requirements in collaboration with relevant stakeholders 2.2 Ensure current position descriptors for vacancies are used by relevant stakeholders involved in recruitment and onboarding processes 2.3 Ensure advertising of vacant positions complies with legislation and organisational policies and procedures 2.4 Consult and use specialists, where required 2.5 Ensure selection procedures are according to legislation and organisational policies and procedures 2.6 Ensure processes for advising applicants of selection outcome are followed 2.7 Ensure job offers and contracts of employment are prepared and provided promptly, and new appointments are provided with relevant advice |
| 3. Manage staff onboarding | 3.1 Provide access to training and support to relevant stakeholders 3.2 Ensure onboarding processes are followed across the organisation 3.3 Oversee management of probationary employees and provide feedback until employment is confirmed or terminated 3.4 Collect feedback from participants and relevant stakeholders on onboarding process according to its objectives 3.5 Update onboarding policies and procedures according to feedback |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|--------------------|---|
| Reading | <ul style="list-style-type: none"> Critically evaluates and applies content from a range of complex texts to determine legislative and business requirements |
| Writing | <ul style="list-style-type: none"> Demonstrates clear writing skills by selecting appropriate conventions and by expressing precise meaning relevant to context and audience |
| Oral Communication | <ul style="list-style-type: none"> Draws on a repertoire of open questioning and active listening when seeking feedback from others Uses appropriate terminology and non-verbal features to present |

| | |
|---------------------------|--|
| | information and clarify understanding |
| Numeracy | <ul style="list-style-type: none"> Analyses numerical information to determine employees' remuneration packages Makes basic calculations to ensure work output is delivered in a timely manner |
| Initiative and enterprise | <ul style="list-style-type: none"> Develops or updates organisational policies to meet organisational objectives Considers own role in terms of its contribution to broader goals of work environment Analyses outcomes of decisions to identify improvement opportunities Seeks expert advice and skills training, where required |
| Teamwork | <ul style="list-style-type: none"> Considers whether and how often others should be involved, using consultative or collaborative processes as an integral part of the decision-making process |
| Planning and organising | <ul style="list-style-type: none"> Plans and implements tasks required to deliver timely outcomes, negotiating some key aspects with others Monitors implementation of plans and adjusts as necessary |

Unit Mapping Information

Supersedes and is equivalent to BSBHRM506 Manage recruitment selection and induction processes.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM525 Manage recruitment and onboarding

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage the recruitment and onboarding process for two different individuals.

In the course of the above, the candidate must:

- update organisational policies and procedures for recruitment and onboarding
- identify the need for recruitment
- prepare and oversee appropriate documentation required for recruitment
- select and advise job applicants appropriately
- manage the onboarding process
- comply with relevant legislation and organisational requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of recruitment, selection and onboarding policies and procedures
- common recruitment and selection methods
- relevant legislation, regulations, standards and codes of practice that may affect recruitment and onboarding
- key features of psychometric and skills testing programs for recruitment
- key components of contracts of employment.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence
- relevant organisational policies and procedures
- relevant legislation, regulations and codes of practice.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINS501 Implement information and knowledge management systems

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to organise training for an information and knowledge management system and to implement the use of the system.

The unit applies to individuals who are responsible for ensuring relevant information and corporate knowledge are retained, accessible and improve business outcomes.

It applies to information and knowledge management systems that comprise policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Implement use of management system | 1.1 Identify legislative requirements, and organisational policies and procedures 1.2 Implement information and knowledge management system according to legislative requirements and organisational policies and procedures 1.3 Address implementation issues and problems, where required 1.4 Collect information on relevant key performance indicators 1.5 Identify contingencies and refer technical specialist help, where |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | required |
| 2. Organise learning to use management systems | 2.1 Identify learning requirements of relevant stakeholders for use of an information and knowledge management system 2.2 Identify and secure resources required for learning activities to use an information and knowledge management system 2.3 Organise and facilitate learning activities 2.4 Promote and support use of the system throughout the organisation 2.5 Monitor and document effectiveness of learning activities |
| 3. Review use of management system | 3.1 Analyse effectiveness of system and report on strengths and limitations of the system 3.2 Recommend improvements to information and knowledge management system, where required |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|-------------------------|---|
| Writing | <ul style="list-style-type: none"> Prepares and produces documentation for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations |
| Oral Communication | <ul style="list-style-type: none"> Presents information using structure and language to suit the audience Uses active listening and questioning and reading of verbal and non-verbal signals to clarify information and to confirm understanding |
| Self-management | <ul style="list-style-type: none"> Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation |
| Teamwork | <ul style="list-style-type: none"> Collaborates with others, sharing information to build strong work groups and avoid behaviours that are not conducive to a productive environment Elicits feedback and provides feedback to others in order to improve self or workgroup behaviours |
| Planning and organising | <ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities |

| Skill | Description |
|---------------------------|---|
| Problem solving | <ul style="list-style-type: none">• Applies systematic and analytical processes to address problems and make decisions in complex situations |
| Innovation and enterprise | <ul style="list-style-type: none">• Investigates new and innovative ideas to continuously improve, work practices and processes |
| Technology | <ul style="list-style-type: none">• Uses and investigates new digital technologies and applications to manage and manipulate data and communicate effectively with others |

Unit Mapping Information

Supersedes and is equivalent to BSBINM501 Manage an information or knowledge management system.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINS501 Implement information and knowledge management systems

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement and review one information management system
- implement and review one knowledge management system
- facilitate learning on both these information and knowledge management systems.

In the course of the above, the candidate must:

- identify learning needs and plan and implement learning activities to enable personnel to use information and knowledge management system
- monitor performance and address issues and contingencies as they arise including:
 - accessing technical specialists, as required
 - applying correct policies and procedures for the information or knowledge management system
 - evaluating effectiveness of information or knowledge management system for intended outcomes
- recommend improvements to systems, policies and practices, where required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- relevant legislation, regulation, standards and codes
- organisational policies and procedures, including those related to:
 - information management
 - knowledge management
- organisational operations and existing data and information systems
- relevant learning activities and key performance indicators.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulation, standards and codes relevant to information and knowledge management
- workplace systems, documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR301 Support effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to gather information and support effective relationships and networks, with particular regard to communication and representation.

The unit applies to individuals who use leadership skills to support the development of teams and help facilitate communication between team members.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Gather information and ideas | 1.1 Identify information on work roles and objectives of work team 1.2 Locate and communicate to work team organisational processes for communication and teamwork 1.3 Establish scope of own role 1.4 Seek contributions for refining ideas and approaches to teamwork and communication according to organisational processes 1.5 Identify and consult with team members on potential work-related issues |
| 2. Develop team relationships and networks | 2.1 Encourage communication within team according to organisation's social, ethical and business policies and procedures |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>2.2 Adjust interpersonal styles and methods in relation to the organisation's social and cultural environment</p> <p>2.3 Identify and use workplace networks to help build relationships</p> <p>2.4 Identify and describe the value of networks and other work relationships for the team and the organisation</p> |
| 3. Contribute to positive team outcomes | <p>3.1 Identify issues to be rectified within own level of responsibility and according to organisational and legal requirements</p> <p>3.2 Support colleagues in resolving work difficulties related to own level of responsibility, according to organisational and legal requirements</p> <p>3.3 Review team outcomes and implement improvements in consultation with relevant personnel</p> <p>3.4 Contribute constructively to conflict resolution according to organisational policies and processes</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|---------------------------|---|
| Reading | <ul style="list-style-type: none"> Applies textual information to determine regulatory requirements and adhere to job processes and internal policies |
| Writing | <ul style="list-style-type: none"> Uses appropriate language to record key information related to the outcomes of the job Varies writing style to meet requirements of audience and purpose |
| Oral Communication | <ul style="list-style-type: none"> Speaks clearly using tone and pace appropriate for the audience and purpose Uses appropriate techniques, including active listening and questioning, to clarify information and to confirm understanding |
| Initiative and enterprise | <ul style="list-style-type: none"> Takes personal responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in all interactions with others |
| Teamwork | <ul style="list-style-type: none"> Adjusts personal communication style in response to diversity of individuals in the work context Implements strategies to respond appropriately to conflict and poor work performance |
| Planning and organising | <ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks for own workload |

| | |
|------------|---|
| Technology | <ul style="list-style-type: none">• Uses familiar digital technologies and systems to access, present and communicate information |
|------------|---|

Unit Mapping Information

Supersedes and is equivalent to BSBFLM303 Contribute to effective workplace relationships.

Supersedes but is not equivalent to BSBEDU302 Assist in resolution of issues and incidents in an international education environment.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR301 Support effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support the development of at least one team
- facilitate communication between individuals on at least two occasions.

In the course of the above, the candidate must:

- adjust interpersonal style and communications to respond to cultural and social diversity
- apply relationship management and communication skills with a range of people that:
 - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
 - forge effective relationships with internal and/or external people and help to maintain these networks
 - encourage participation and foster contribution of and respect for ideas and feedback
 - provide support to colleagues to resolve difficulties
- communicate ideas and information to diverse audiences.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- internal and external sources of information to improve organisational processes
- social and ethical requirements, and organisational policies and procedures relevant to communication
- legislative requirements relevant to communication
- strategies required to adapt communication for diverse audiences
- potential team issues including poor work performance
- examples of how work relationships and the cultural and social environment can support or hinder achieving planned outcomes
- techniques for developing positive work relationships and building trust and confidence in a team

- methods and techniques for communicating information and ideas to a range of stakeholders
- common problem-solving methods
- common methods to resolve workplace conflict
- process for monitoring, analysing and introducing ways to improve work relationships
- value of networks and work relationships for the team and the organisation
- own level of responsibility.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to workplace relationships.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR403 Lead team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.

It applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams.

Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan to achieve team outcomes | 1.1 Lead the team to identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members 1.2 Engage team members to incorporate innovation and |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | <p>productivity measures in work plans</p> <p>1.3 Lead and support team members in meeting expected outcomes</p> |
| 2. Lead team to develop cohesion | <p>2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team</p> <p>2.2 Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities</p> <p>2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4 Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</p> <p>2.5 Model expected behaviours and approaches</p> |
| 3. Participate in and facilitate work team | <p>3.1 Actively encourage team members to participate in and take responsibility for team activities and communication processes</p> <p>3.2 Give the team support to identify and resolve problems which impede its performance</p> <p>3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</p> |
| 4. Liaise with management | <p>4.1 Maintain open communication with line manager/management at all times</p> <p>4.2 Communicate information from line manager/management to the team</p> <p>4.3 Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken</p> <p>4.4 Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance | Description |
|-------|-------------|-------------|
|-------|-------------|-------------|

| | Criteria | |
|----------------------|---------------------------------------|--|
| Writing | 1.1, 4.2 | <ul style="list-style-type: none"> Prepares workplace plans that communicate intent and elicits feedback clearly and effectively |
| Oral communication | 1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2-4.4 | <ul style="list-style-type: none"> Engages in discussions or provides information using structure and language appropriate to the audience and situation |
| Interact with others | 1.1-1.3, 2.1-2.5, 3.1, 3.3, 4.1 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with team members Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others |
| Get the work done | 1.1-1.3, 3.2 | <ul style="list-style-type: none"> Develops, implements and monitors plans and processes to ensure team engagement and effectiveness Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others as required |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|-----------------------------------|---------------------------------------|--|--------------------|
| BSBLDR403 Lead team effectiveness | BSBWOR402A Promote team effectiveness | Updated to meet Standards for Training Packages Title change Minor edits to clarify intent of performance criteria | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR403 Lead team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- apply knowledge of organisational goals, objectives and plans
- develop a team work plan including documentation of how it was generated and how it will be monitored
- identify and incorporate innovation and productivity measures into a team work plan
- communicate with team members and management to identify and establish the team purpose, roles, responsibilities, goals plans and objectives and resolve problems
- use techniques to consult, encourage, support and provide feedback to team members
- model team leadership behaviours and approaches
- liaise with management to develop the teamwork plan, resolve issues and ensure follow-up action is taken.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must explain principles and techniques associated with:

- delegation and work allocation
- goal setting
- group dynamics and processes
- individual behaviour and difference
- leadership styles
- motivation
- negotiation
- problem solving
- planning

- workplace innovation
- workplace productivity.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- information about the organisation, including organisational structure, goals, objectives and plans
- case studies, and where possible, real situations
- workplace equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR411 Demonstrate leadership in the workplace

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

The unit applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These leaders have a strong influence on the work culture, values and ethics of the teams they supervise.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare to demonstrate leadership | 1.1 Identify organisation's requirements for management performance 1.2 Identify qualities required for positive management performance according to organisational policies and procedures 1.3 Develop and implement performance plans for individual and team according to organisation's business objectives 1.4 Establish key performance indicators according to organisation's business objectives |
| 2. Align behaviour with | 2.1 Locate and assess organisation's standards and values for |

| ELEMENT | PERFORMANCE CRITERIA |
|-------------------------------|---|
| organisational values | <p>conducting business</p> <p>2.2 Identify how own performance will contribute to upholding organisational values</p> <p>2.3 Identify issues to be resolved according to organisational values</p> <p>2.4 Gather and organise information relevant to the issues under consideration</p> |
| 3. Model leadership behaviour | <p>3.1 Facilitate individual's and team's active participation in team decision-making processes</p> <p>3.2 Examine options and assess associated risks to determine preferred course of action</p> <p>3.3 Develop plan to implement decisions agreed by relevant individuals and teams</p> <p>3.4 Use feedback processes to monitor the implementation and impact of decisions</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|---------------------------|--|
| Reading | <ul style="list-style-type: none"> Gathers, interprets and analyses text relating to organisational goals, standards and values to aid planning and decision making |
| Writing | <ul style="list-style-type: none"> Records and reports key information related to the organisational goals, standards and objectives Researches, plans and prepares documentation for relevant stakeholders |
| Oral Communication | <ul style="list-style-type: none"> Uses structure and language when developing performance plans, or when seeking and providing information about organisational goals and objectives |
| Numeracy | <ul style="list-style-type: none"> Identifies and comprehends mathematical information in familiar texts to establish key performance indicators |
| Enterprise and initiative | <ul style="list-style-type: none"> Identifies how own role meshes with others and contributes to broader work goals Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment |
| Teamwork | <ul style="list-style-type: none"> Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective outcomes Identifies the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate |

| | |
|-------------------------|--|
| | with whom, why and how |
| Planning and organising | <ul style="list-style-type: none"> • Develops plan to manage relatively complex, non-routine tasks with an awareness of how they contribute to longer term operational and strategic goals • Uses systematic, analytical processes in complex, non-routine situations, setting goals • Evaluates effectiveness of decisions in terms of how well they meet stated goals |

Unit Mapping Information

Supersedes and is equivalent to BSBMGT401 Show leadership in the workplace.

Supersedes but is not equivalent to BSBMGT405 Provide personal leadership.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR411 Demonstrate leadership in the workplace

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement at least two performance plans, including one relating to individuals and one relating to teams.

In the course of the above, the candidate must:

- comply with organisation's standards and values
- evaluate own behaviour and performance against organisational standards and values and adjust to achieve required standards
- ensure own behaviour and performance contributes to the integrity and credibility of the organisation
- facilitate processes to make decisions that are based on:
 - relevant information
 - examination of options and associated risks
 - input from relevant people
- communicate about making and implementing decisions including:
 - facilitating agreement on the preferred course of action and implementation plans
 - monitoring and seeking feedback on the implementation and impact of decisions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to identify an organisation's standards and values when they are stated, and where they are implied
- organisational values and expectations of behaviour
- basic leadership theories
- common leadership styles

- organisation's process for raising questions about standards and values
- examples of behaviours and performance that would typically be considered damaging to an organisation
- concepts of:
 - organisational values and ethics
 - role modelling
 - integrity and credibility
 - leadership.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR414 Lead team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills, knowledge and outcomes required to lead the performance of a team and to develop team cohesion.

The unit applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan team outcomes | 1.1 Lead team to identify and establish team objectives and work processes 1.2 Support team to document identified objectives and work processes according to organisational processes 1.3 Encourage team members to incorporate innovation and productivity measures in work plans 1.4 Lead and support team members to meet expected outcomes |
| 2. Promote team cohesion | 2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team |

| ELEMENT | PERFORMANCE CRITERIA |
|-------------------------------|--|
| | 2.2 Support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members on their efforts and contributions 2.4 Address or refer issues, concerns and problems identified by team members 2.5 Model expected behaviours and approaches |
| 3. Supervise team performance | 3.1 Encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Support team to identify and resolve problems which impede performance 3.3 Ensure own contribution to work team serves as a role model for others |
| 4. Liaise with management | 4.1 Establish open communication with line management 4.2 Communicate information from line management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team to line management to action 4.4 Communicate issues raised by management to the team to action |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|--------------------|--|
| Writing | <ul style="list-style-type: none"> Prepares workplace plans that communicate intent and elicits feedback clearly and effectively |
| Oral communication | <ul style="list-style-type: none"> Engages in discussions or provides information using structure and language appropriate to the audience and situation |
| Teamwork | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with team members Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others |

| | |
|-------------------------|---|
| Planning and organising | <ul style="list-style-type: none">• Develops, implements and monitors plans and processes to ensure team engagement and effectiveness• Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others, as required |
|-------------------------|---|

Unit Mapping Information

Supersedes and is equivalent to BSBLDR403 Lead team effectiveness.

Supersedes but is not equivalent to BSBSMB407 Manage a small team.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR414 Lead team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop a team development plan, that addresses:
 - innovation and productivity measures
 - team cohesion
 - issues management and actions.

In the course of the above, the candidate must:

- apply knowledge of organisational goals, objectives and plans to work tasks
- communicate with team members and management to identify and establish team purpose, roles, responsibilities, goals plans and objectives and resolve problems
- consult, encourage, support and provide feedback to team members
- model team leadership behaviours and approaches.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- work processes, including team purpose, roles, responsibilities, goals and plans
- organisational escalation policies and procedures
- behaviours which enhance organisational image for work team, clients and customers
- processes for setting goals that contribute to team effectiveness
- effects of individual behaviour on team effectiveness
- innovation and productivity measures in work plans
- key features of common leadership styles.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- information about the organisation, including organisational structure, goals, objectives and plans.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR502 Lead and manage effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Manage ideas and information | 1.1 Ensure strategies and processes are in place to communicate information associated with the achievement of work responsibilities to all co-workers 1.2 Develop and/or implement consultation processes to ensure that |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>employees have the opportunity to contribute to issues related to their work role</p> <p>1.3 Facilitate feedback to employees on outcomes of the consultation processes</p> <p>1.4 Develop and/or implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel</p> |
| 2. Establish systems to develop trust and confidence | <p>2.1 Establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to</p> <p>2.2 Gain and maintain the trust and confidence of colleagues and external contacts through professional conduct</p> <p>2.3 Adjust own interpersonal communication styles to meet the organisation's cultural diversity and ethical environment and guide and support the work team in their personal adjustment process</p> |
| 3. Manage the development and maintenance of networks and relationships | <p>3.1 Use networks to build workplace relationships providing identifiable outcomes for the team and the organisation</p> <p>3.2 Conduct ongoing planning to ensure that effective internal and external workplace relationships are developed and maintained</p> |
| 4. Manage difficulties to achieve positive outcomes | <p>4.1 Develop and/or implement strategies to ensure that difficulties in workplace relationships are identified and resolved</p> <p>4.2 Establish processes and systems to ensure that conflict is identified and managed constructively in accordance with the organisation's policies and procedures</p> <p>4.3 Provide guidance, counselling and support to assist co-workers in resolving their work difficulties</p> <p>4.4 Develop and implement an action plan to address any identified difficulties</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|------------------------------|---|
| Writing | 1.2, 1.4, 2.1, 4.1, 4.2, 4.4 | <ul style="list-style-type: none"> Prepares plans and policies incorporating appropriate vocabulary, grammatical structure and conventions |

| | | |
|----------------------------|----------------------------------|---|
| Interact with others | 2.2, 2.3, 3.1, 4.3 | <ul style="list-style-type: none"> Adapts personal communication style to model behaviours, build trust and positive working relationships, and to support others Plays a lead role in situations requiring effective collaboration, demonstrating high level support and facilitation skills and ability to engage and motivate others |
| Navigate the world of work | 2.1, 2.3 | <ul style="list-style-type: none"> Establishes or follows organisational policy regarding diversity and ethical conduct |
| Get the work done | 1.1-1.4, 2.1, 3.2, 4.1, 4.2, 4.4 | <ul style="list-style-type: none"> Takes responsibility for formulating, organising and implementing plans, processes and strategies that impact the workplace Systematically gathers and analyses all relevant information and evaluates options to inform decisions about organisational strategies Evaluates outcomes to identify opportunities for improvement |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|------------------------------------|----------|--------------------|
| BSBLDR502 Lead and manage effective workplace relationships | Not applicable | New unit | No equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR502 Lead and manage effective workplace relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- develop and/or implement processes to manage ideas and information including:
 - communicating information to support others to achieve work responsibilities
 - facilitating employees' contributions to consultation on work issues
 - providing feedback on the outcomes of consultations
 - resolution of issues raised or referral to relevant personnel
- establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to
- provide leadership through own behaviour including:
 - professional conduct that promotes trust with internal and external contacts
 - adjusting own interpersonal communication style to meet the organisation's cultural diversity and ethical environment
- plan for, and manage, the use of networks to support identifiable outcomes for the team and the organisation
- develop and/or implement processes and systems to manage difficulties including:
 - identifying and resolving conflicts and other difficulties according to organisational policies and procedures
 - planning how to address difficulties
 - providing guidance, counselling and support to assist co-workers in resolving their work difficulties.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how systems, policies and procedures can support the development of effective work relationships focusing on interpersonal styles, communications, consultation, cultural and social sensitivity, networking and conflict resolution
- outline legislation relevant to managing effective workplace relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR511 Develop and use emotional intelligence

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Application

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

It applies to managers who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership - Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify the impact of | 1.1 Identify and use evaluation criteria to determine own emotional |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| own emotions on others in the workplace | <p>strengths and weaknesses</p> <p>1.2 Identify personal stressors and own emotional states related to the workplace</p> <p>1.3 Analyse and document potential emotional triggers in workplace situations which may require determine appropriate emotional responses</p> <p>1.4 Evaluate the impact of own workplace behaviours that demonstrate management of emotions</p> <p>1.5 Use self-reflection and feedback from others to improve development of own emotional intelligence</p> |
| 2. Recognise and address the emotional strengths and weaknesses of others | <p>2.1 Respond to the emotional states of co-workers and assess emotional cues</p> <p>2.2 Develop a plan for identifying and responding appropriately to a range of cultural expressions of emotions</p> <p>2.3 Apply techniques to demonstrate flexibility and adaptability in dealing with others</p> <p>2.4 Demonstrate consideration of the emotions of others when making decisions</p> |
| 3. Promote the development of emotional intelligence in others | <p>3.1 Create opportunities for others to express their thoughts and feelings</p> <p>3.2 Assist others to understand the effect of their behaviour and emotions on others in the workplace</p> <p>3.3 Develop and implement plans to encourage the self-management of emotions in others</p> <p>3.4 Develop and implement plans to encourage others to develop their own emotional intelligence, to build productive relationships, and maximise workplace outcomes</p> |
| 4. Utilise emotional intelligence to maximise team outcomes | <p>4.1 Identify opportunities to utilise emotional intelligence to increase team performance in line with organisational objectives</p> <p>4.2 Encourage a positive, inclusive emotional climate in the workplace</p> <p>4.3 Use the strengths of workgroup members to achieve team and/or organisational objectives</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|----------------------|--|
| Learning | <ul style="list-style-type: none"> Identifies and uses strategies to improve own emotional intelligence |
| Oral communication | <ul style="list-style-type: none"> Uses appropriate language and nonverbal features to present information and seek feedback Uses listening and questioning skills to elicit the views of others and to clarify or confirm understanding |
| Interact with others | <ul style="list-style-type: none"> Reflects on personal attributes and considers the impact on others and modifies approach to support development Adapts personal communication style to model behaviours, build trust and positive working relationships and to build understanding of emotional intelligence Leads a collaborative approach, using inquiring and inclusive techniques, to develop understanding and skills that enhances individuals' emotional intelligence |
| Get the work done | <ul style="list-style-type: none"> Leads processes to develop, implement and monitor plans and processes to ensure team engagement and effectiveness |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|--|--------------------|
| BSBLDR511 Develop and use emotional intelligence | BSBLDR501 Develop and use emotional intelligence | Updates to elements, performance criteria and assessment requirements | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR511 Develop and use emotional intelligence

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Performance Evidence

Performance Evidence

Evidence of the ability to:

- conduct an analysis to identify own emotional strengths, weaknesses, stressors, emotional states and triggers, incorporating feedback from others
- identify workplace situations and environments that may trigger an emotional response
- model behaviours that demonstrate management of emotions
- recognise the impact that cultural behaviours and beliefs may have on workplace interactions
- recognise and respond to the emotional states of others
- use emotional intelligence of self and others to enhance team performance
- promote the development of emotional intelligence in others.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of emotional intelligence principles and strategies
- Key elements of the relationship between emotionally effective people and the attainment of business objectives
- Key strategies for communicating with a diverse workforce which has varying cultural expressions of emotion
- Key features of emotional intelligence in the context of building workplace relationships.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies or, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR522 Manage people performance

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |
| Release 2 | This version first released with BSB Business Services Training Package Version 7.1. Release created to amend typographical error with performance criteria. |

Application

This unit describes the skills and knowledge required to manage the performance of staff that are direct reports.

The unit applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Allocate work | 1.1 Consult relevant groups and individuals on work to be allocated and resources available 1.2 Develop work plans and allocate work according to organisational requirements and operational plans 1.3 Develop and confirm performance standards and key |

| ELEMENT | PERFORMANCE CRITERIA |
|-----------------------|--|
| | performance indicators with relevant staff 1.4 Conduct risk analysis according to organisational risk management plan and legal requirements |
| 2. Assess performance | 2.1 Review performance management and processes according to legislation, organisational objectives and policies 2.2 Train participants in the performance management and review process 2.3 Conduct performance management according to organisational policies procedures and relevant timelines 2.4 Monitor and evaluate performance according to performance standards and key performance indicators |
| 3. Provide feedback | 3.1 Provide informal feedback and coaching to staff 3.2 Advise relevant personnel, where performance is poor and take necessary actions 3.3 Document feedback according to the organisational performance management system 3.4 Conduct formal structured feedback sessions as necessary and according to organisational policy |
| 4. Manage follow up | 4.1 Develop performance improvement and development plans according to organisational policies 4.2 Monitor underperforming individuals according to organisational policies 4.3 Respond to underperforming individuals, as required 4.4 Reinforce excellence in performance through recognition and continuous feedback |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|----------|---|
| Learning | <ul style="list-style-type: none"> Consolidates and improves own knowledge and skills by coaching, mentoring or training others |
| Reading | <ul style="list-style-type: none"> Gathers, interprets and analyses texts in organisational documents to facilitate performance management |
| Writing | <ul style="list-style-type: none"> Plans and prepares documents for allocating work and managing performance suitable for the target audience and in accordance with organisational requirements |

| | |
|-------------------------|--|
| Oral Communication | <ul style="list-style-type: none"> • Uses language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff |
| Self-management | <ul style="list-style-type: none"> • Applies legal and regulatory responsibilities related to own work and the organisation as a whole • Adheres to organisational policies and procedures |
| Teamwork | <ul style="list-style-type: none"> • Applies the protocols governing what to communicate to whom and how in a range of work contexts • Collaborates with others to achieve joint outcomes, influencing direction and taking a leadership role on occasion |
| Planning and organising | <ul style="list-style-type: none"> • Sequences and schedules complex activities, monitors implementation and manages relevant communication • Seeks advice, feedback and support, as required to assist in the decision-making process • Uses experiences to reflect on the ways in which variables impact on performance |

Unit Mapping Information

Supersedes and is equivalent to BSBMGT502 Manage people performance.

Supersedes but is not equivalent to:

- BSBMGT404 Lead and facilitate off-site staff
- BSBSLS502 Lead and manage a sales team.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR522 Manage people performance

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage performance of at least two individuals
- manage performance of at least one team.

In the course of the above, the candidate must:

- consult with stakeholders to identify work requirements, performance standards and agreed performance indicators
- develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements
- assess performance against performance indicators according to performance management and review processes
- monitor, evaluate and provide feedback on performance and provide coaching or training, as needed
- keep records and documentation in accordance with the organisational performance management system
- reinforce excellence in performance through recognition and continuous feedback
- respond to underperforming individuals according to organisational policies, as required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory and organisational requirements for performance management and review
- organisational risk management plan
- organisational human resource support services
- organisational performance measurement systems
- key features of unlawful dismissal rules and due process

- staff development options and information.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation on performance management
- workplace documentation and resources for performance management and review.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLED401 Develop teams and individuals

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment requirements |
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

It applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine development needs | 1.1 Systematically identify and implement learning and development needs in line with organisational requirements 1.2 Ensure that a learning plan to meet individual and group training and development needs is collaboratively developed, agreed to and |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | <p>implemented</p> <p>1.3 Encourage individuals to self-evaluate performance and identify areas for improvement</p> <p>1.4 Collect feedback on performance of team members from relevant sources and compare with established team learning needs</p> |
| 2. Develop individuals and teams | <p>2.1 Identify learning and development program goals and objectives, ensuring a match to the specific knowledge and skill requirements of competency standards relevant to the industry</p> <p>2.2 Ensure that learning delivery methods are appropriate to the learning goals, the learning style of participants, and availability of equipment and resources</p> <p>2.3 Provide workplace learning opportunities, and coaching and mentoring assistance to facilitate individual and team achievement of competencies</p> <p>2.4 Create development opportunities that incorporate a range of activities and support materials appropriate to the achievement of identified competencies</p> <p>2.5 Identify and approve resources and time lines required for learning activities in accordance with organisational requirements</p> |
| 3. Monitor and evaluate workplace learning | <p>3.1 Use feedback from individuals or teams to identify and implement improvements in future learning arrangements</p> <p>3.2 Assess and record outcomes and performance of individuals/teams to determine the effectiveness of development programs and the extent of additional development support</p> <p>3.3 Negotiate modifications to learning plans to improve the efficiency and effectiveness of learning</p> <p>3.4 Document and maintain records and reports of competency according to organisational requirements</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
| | | |

| | | |
|----------------------------|--|--|
| Learning | 1.1-1.4, 2.1-2.4, 3.1, 3.3 | <ul style="list-style-type: none"> • Uses structured approaches to set goals, monitor progress and adjust learning approaches for self and others • Builds on knowledge and experience to facilitate interaction and learning with others |
| Reading | 1.1, 1.2, 1.4, 2.1, 2.2, 2.4, 2.5, 3.1-3.4 | <ul style="list-style-type: none"> • Analyses textual information from a range of sources to identify organisational requirements • Analyses information from a range of sources to evaluate performance |
| Writing | 1.1, 1.2, 1.4, 2.1, 2.5, 3.1-3.4 | <ul style="list-style-type: none"> • Develops materials to suit the requirements of different roles and individuals in the organisation • Maintains records using correct technical and organisational vocabulary |
| Oral Communication | 1.2, 1.3, 1.4, 2.3, 3.1, 3.3 | <ul style="list-style-type: none"> • Uses vocabulary appropriate to context and to establish a supportive and learning environment • Uses listening and questioning techniques to confirm or show understanding of different perspectives |
| Navigate the world of work | 1.1, 2.5, 3.4 | <ul style="list-style-type: none"> • Recognises and responds to explicit and implicit organisational procedures and protocols Understands how own role meshes with others and contributes to broader goals |
| Interact with others | 1.2, 1.3, 1.4, 2.2, 2.3, 3.1, 3.3 | <ul style="list-style-type: none"> • Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts • Recognises the importance of building rapport to establish effective working relationships • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction • Negotiates with others to achieve joint/agreeable outcomes playing an active role in facilitating consensus in potentially contentious situations |
| Get the work done | 1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 2.5, 3.1, 3.2, 3.4 | <ul style="list-style-type: none"> • Uses logical planning processes to organise, implement and monitor learning and development needs • Systematically gathers and analyses all relevant information and evaluates options to make informed decisions • Evaluates outcomes of decisions to identify opportunities for improvement |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|--|--------------------|
| BSBLED401 Develop teams and individuals Release 2 | BSBLED401 Develop teams and individuals Release 1 | Updated to clarify assessment requirements | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLED401 Develop teams and individuals

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This version released with BSB Business Services Training Package Version 2.0. Version created to clarify assessment requirements |
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- systematically identify and implement learning opportunities for others
- collect feedback on team and individual performance
- give and receive feedback from team members to encourage participation in and effectiveness of the team
- collaboratively develop learning plans to match skill needs of individuals and groups
- provide mentoring and coaching assistance to teams and individuals
- monitor and review workplace learning.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe facilitation techniques to encourage team development and improvement
- outline organisational policies, plans and procedures for developing teams
- identify career paths and competency standards relevant to the industry.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce learning and development field of work and include access to:

- office equipment and resources
- learning and development plans, policies and procedures
- case studies and, where available, real situations
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT401 Show leadership in the workplace

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

It applies to individuals who are making the transition from being a team member to taking responsibility for the work and performance of others and providing the first level of leadership within the organisation. These managers have a strong influence on the work culture, values and ethics of the teams they supervise.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Model high standards of management performance and behaviour | 1.1 Ensure management performance and behaviour meets the organisation's requirements 1.2 Ensure management performance and behaviour serves as a positive role model for others 1.3 Develop and implement performance plans in accordance with organisation's goals and objectives 1.4 Establish and use key performance indicators to meet |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------|---|
| | organisation's goals and objectives |
| 2. Enhance organisation's image | <p>2.1 Use organisation's standards and values in conducting business</p> <p>2.2 Question, through established communication channels, standards and values considered to be damaging to the organisation</p> <p>2.3 Ensure personal performance contributes to developing an organisation which has integrity and credibility</p> |
| 3. Make informed decisions | <p>3.1 Gather and organise information relevant to the issue/s under consideration</p> <p>3.2 Facilitate individual's and team's active participation in decision-making processes</p> <p>3.3 Examine options and assess associated risks to determine preferred course/s of action</p> <p>3.4 Ensure decisions are timely and communicate them clearly to individuals and teams</p> <p>3.5 Prepare plans to implement decisions and ensure they are agreed by relevant individuals and teams</p> <p>3.6 Use feedback processes effectively to monitor the implementation and impact of decisions</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------------|--|---|
| Reading | 1.1, 1.3, 1.4, 2.1, 3.1, 3.3, 3.5, 3.6 | <ul style="list-style-type: none"> Gathers, interprets and analyses text relating to organisational goals, standards and values to aid planning and decision making |
| Writing | 1.3, 1.4, 3.1, 3.3, 3.5, 3.6 | <ul style="list-style-type: none"> Records and reports key information related to the organisational goals, standards and objectives Researches, plans and prepares documentation for relevant stakeholders |
| Oral Communication | 1.2, 1.3, 2.2, 2.3, 3.2, 3.4, 3.5, 3.6 | <ul style="list-style-type: none"> Uses appropriate structure and language when developing performance plans, or when seeking and providing information about organisational goals and |

| | | |
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| | | objectives |
| Numeracy | 1.4 | <ul style="list-style-type: none"> Identifies and comprehends mathematical information in familiar texts to establish key performance indicators |
| Navigate the world of work | 1.1, 1.2, 1.3, 1.4, 2.1, 2.3 | <ul style="list-style-type: none"> Understands how own role meshes with others and contributes to broader work goals Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment |
| Interact with others | 1.2, 1.3, 2.2, 2.3, 3.2, 3.4, 3.5, 3.6 | <ul style="list-style-type: none"> Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective outcomes Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate with whom, why and how |
| Get the work done | 1.1, 1.3, 1.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6 | <ul style="list-style-type: none"> Develops plans to manage relatively complex, non-routine tasks with an awareness of how they contribute to longer term operational and strategic goals Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria Evaluates effectiveness of decisions in terms of how well they meet stated goals |

Range of Conditions

This section specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

| | |
|--|--|
| Organisation's standards and values must be identified by considering: | <ul style="list-style-type: none"> explicitly stated values values that are implied by the way the organisation conducts its business. |
|--|--|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|-----------------------------------|------------------------------------|----------|--------------------|
| | | | |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|---------------------------|
| BSBMGT401 Show leadership in the workplace | BSBMGT401A Show leadership in the workplace | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT401 Show leadership in the workplace

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- identify the organisation's standards and values, whether stated or implied by the way the organisation conducts its business
- evaluate own behaviour and performance against these and adjust to achieve required standards
- develop and implement performance plans and key performance indicators (KPIs) to meet organisation's goals and objectives
- use established communication channels to raise questions about standards and values that may be damaging to the organisation
- ensure own behaviour and performance contributes to the integrity and credibility of the organisation
- facilitate processes to make decisions that are based on:
 - relevant information
 - examination of options and associated risks
 - input from relevant people
- communicate about making and implementing decisions including:
 - facilitating agreement on the preferred course of action and implementation plans
 - monitoring and feedback on the implementation and impact of decisions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how to identify an organisation's standards and values when they are:
 - stated

- implied
- articulate organisational values and expectations of behaviour
- explain basic theory of group behaviour
- outline the organisation's process for raising questions about standards and values
- give examples of behaviours and performance that would typically be considered damaging to an organisation
- explain concepts including:
 - organisational values
 - role modelling
 - integrity and credibility
 - leadership.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT402 Implement operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Implement operational plan | 1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan 1.3 Identify and use key performance indicators (KPIs) to monitor |

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------------|---|
| | <p>operational performance</p> <p>1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others</p> <p>1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes</p> |
| 2. Implement resource acquisition | <p>2.1 Recruit and induct employees within organisation's policies, practices and procedures</p> <p>2.2 Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel</p> |
| 3. Monitor operational performance | <p>3.1 Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets</p> <p>3.2 Analyse and use budget and actual financial information to monitor profit/productivity performance</p> <p>3.3 Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies</p> <p>3.4 Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely</p> <p>3.5 Present recommendations for variation to operational plans to the designated persons/groups and gain approval</p> <p>3.6 Implement systems, procedures and records associated with performance in accordance with organisation's requirements</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------|----------------------------------|---|
| Learning | 3.4 | <ul style="list-style-type: none"> Actively reinforces learning by applying new knowledge and skills in mentoring, coaching and supervising others |
| Reading | 1.1-1.5, 2.1, 2.2, 3.1, 3.2, 3.6 | <ul style="list-style-type: none"> Identifies, interprets, analyses and reviews textual information related to the operational plan and |

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|----------------------------|--|--|
| | | monitoring of operational performance |
| Writing | 1.1-1.5, 2.1, 2.2, 3.2-3.6 | <ul style="list-style-type: none"> Communicates relationships between ideas and information, matching style of writing to purpose and audience Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats |
| Oral Communication | 1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5 | <ul style="list-style-type: none"> Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience |
| Numeracy | 1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3 | <ul style="list-style-type: none"> Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance |
| Navigate the world of work | 1.5, 2.1, 2.2, 3.3, 3.4, 3.6 | <ul style="list-style-type: none"> Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment |
| Interact with others | 1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion |
| Get the work done | 1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 3.6 | <ul style="list-style-type: none"> Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria Evaluates effectiveness of decisions in terms of how well they met stated goals Recognises and addresses an increasing range of familiar problems by implementing contingency plans |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|-----------------------------------|------------------------------------|----------------------------------|--------------------|
| BSBMGT402 Implement | BSBMGT402A Implement | Updated to meet Standards for | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|--|---------------------------|
| operational plan | operational plan | Training Packages. Edits to clarify intent of Performance Criteria. | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT402 Implement operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- interact with a range of people/groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan
- vary the operational plan and gain approval to deal with contingencies
- monitor operational performance against the performance objectives and budgets and take action to rectify unsatisfactory performance
- plan and acquire physical and human resources using organisation's systems and procedures
- manage and support personnel to achieve performance objectives. including inducting new employees and providing mentoring and coaching
- present information and recommendations to support implementation and variation of the operational plan
- document and provide reports on performance as required by the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe performance monitoring systems and processes
- describe methods for problem solving
- explain how organisational policies and procedures relate to the operational plan.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- organisational operational plans, policies and procedures
- workplace documentation and resources including budgets, physical and human resource procurement documentation, employee induction and performance monitoring procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT405 Provide personal leadership

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to display high levels of personal leadership and be a role model within the work environment.

It applies to individuals who have a leadership role and how they conduct themselves, the initiative they take in influencing, assisting and guiding others, and the way they manage their own role and responsibilities.

Competence in this unit requires consistently high levels of self-management and behaviours that exemplify the desired standards within the organisation. The individual must earn the trust and respect of the team and act as a role model at all times.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Influence individuals and teams in a positive manner | 1.1 Encourage, value and reward individual and team efforts and contributions 1.2 Promote accountability of work undertaken by individuals/teams by communicating roles, responsibilities and |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>expectations clearly</p> <p>1.3 Gain positive acceptance and support for information and ideas from the team</p> |
| <p>2. Make informed decisions</p> | <p>2.1 Gather and organise information relevant to issue/s under consideration</p> <p>2.2 Invite individuals/teams to actively participate in decision-making processes</p> <p>2.3 Determine preferred course of action after risks and options are examined and assessed</p> <p>2.4 Communicate decisions to individuals/teams clearly and in a timely manner</p> <p>2.5 Prepare plans to implement decisions after agreement with relevant individuals/team</p> <p>2.6 Monitor implementation and impact of decision using reliable feedback processes</p> |
| <p>3. Enhance image of the enterprise</p> | <p>3.1 Conduct business consistent with enterprise standards and values</p> <p>3.2 Note and promptly discuss with appropriate persons, any inappropriate values and standards exhibited within the organisation, using established communication channels</p> <p>3.3 Consistently display a very high standard of personal presentation in line with organisational expectations and policies</p> |
| <p>4. Demonstrate high standards of personal and management performance</p> | <p>4.1 Contribute to developing a reputable organisation which has integrity and credibility, through personal performance and own behaviour</p> <p>4.2 Ensure standards of personal and management performance are consistent with enterprise requirements</p> <p>4.3 Provide a positive role model for others through personal and managerial performance</p> <p>4.4 Develop and implement plans in accordance with enterprise goals and objectives</p> <p>4.5 Develop, set and monitor key performance indicators and targets within team/enterprise business plans</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---------------------------------------|--|
| Reading | 2.1, 2.3, 2.5, 2.6, 4.4, 4.5 | <ul style="list-style-type: none"> Gathers, interprets and analyses text within job specifications and processes to make informed decisions and provide personal leadership |
| Writing | 1.2, 2.1, 2.3-2.5, 3.2, 4.4, 4.5 | <ul style="list-style-type: none"> Prepares, plans and develops documentation for team members and other relevant stakeholders to communicate and articulate information and ideas clearly and effectively |
| Oral Communication | 1.1-1.3, 2.2, 2.4, 3.2, 4.1, 4.3 | <ul style="list-style-type: none"> Participates in spoken exchanges with a range of audiences varying language and features to suit the audience |
| Navigate the world of work | 3.1, 3.3, 4.1-4.4 | <ul style="list-style-type: none"> Understands how own role meshes with others and contributes to broader work goals Adheres to organisational policies and procedures |
| Interact with others | 1.1-1.3, 2.2, 2.4, 2.6, 3.2, 4.1, 4.3 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with a range of personnel to seek or share information Recognises and values individual differences, seeking to better understand other perspectives and judging when it is appropriate to modify own behaviour to create stronger rapport Demonstrates an increasing awareness of the interplay of factors involved in any group interaction |
| Get the work done | 2.1-2.3, 2.5, 2.6, 4.4, 4.5 | <ul style="list-style-type: none"> Sequences and schedules complex activities, monitors implementation and manages relevant communication Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria Uses personal experience and feedback to reflect on how variables impact decision outcomes and to gain insights into what constitutes 'good' judgement and an effective decision in different contexts |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|---------------------------|
| BSBMGT405 Provide personal leadership | BSBMGT405A Provide personal leadership | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT405 Provide personal leadership

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- acquire and use information to best advantage for achievement of team/project performance goals
- make decisions appropriate to achievement of team performance goals
- effectively manage work to achieve goals and results
- introduce and monitor practices to improve performance
- undertake effective consultation processes
- effectively use management information systems in achievement of team performance goals and objectives
- promote available learning methods to support team competence
- clearly and effectively communicate critical information to team, peers and management.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list relevant coaching and mentoring techniques
- identify continuous improvement techniques and processes
- describe enterprise culture and values
- identify the enterprise mission, business goals and standards
- list relevant enterprise policies, procedures and guidelines
- identify relevant performance management policies, procedures and systems.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMGT517 Manage operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan.

This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Develop operational plan | 1.1 Research, analyse and document resource requirements and develop an operational plan in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Develop and/or implement consultation processes as an |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>integral part of the operational planning process</p> <p>1.3 Ensure the operational plan includes key performance indicators to measure organisational performance</p> <p>1.4 Develop and implement contingency plans for the operational plan</p> <p>1.5 Ensure the development and presentation of proposals for resource requirements is supported by a variety of information sources and seek specialist advice as required</p> <p>1.6 Obtain approval for the plan from relevant parties and explain the plan to relevant work teams</p> |
| 2. Plan and manage resource acquisition | <p>2.1 Develop and implement strategies to ensure that employees are recruited and/or inducted within the organisation's human resources management policies, practices and procedures</p> <p>2.2 Develop and implement strategies to ensure that physical resources and services are acquired in accordance with the organisation's policies, practices and procedures</p> <p>2.3 Recognise and incorporate requirements for intellectual property rights and responsibilities in recruitment and acquisition of resources and services</p> |
| 3. Monitor and review operational performance | <p>3.1 Develop, monitor and review performance systems and processes to assess progress in achieving profit and productivity plans and targets</p> <p>3.2 Analyse and interpret budget and actual financial information to monitor and review profit and productivity performance</p> <p>3.3 Identify areas of under-performance, recommend solutions and take prompt action to rectify the situation</p> <p>3.4 Plan and implement systems to ensure that mentoring and coaching are provided to support individuals and teams to effectively, economically and safely use resources</p> <p>3.5 Negotiate recommendations for variations to operational plans and gain approval from designated persons/groups</p> <p>3.6 Develop and implement systems to ensure that procedures and records associated with documenting performance are managed in accordance with organisational requirements</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.1, 1.5, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 3.6 | <ul style="list-style-type: none"> Identifies and extracts relevant information from a range of complex texts Gathers, interprets and analyses workplace documentation to determine requirements for the operational plan |
| Writing | 1.1-1.5, 2.1, 2.2, 3.1-3.6 | <ul style="list-style-type: none"> Develops and documents a range of detailed texts relating to the management of an operational plan according to organisational requirements Ensures the vocabulary, grammatical structures and conventions are appropriate for the context and target audience |
| Oral Communication | 1.1, 1.2, 1.5, 1.6, 3.4, 3.5 | <ul style="list-style-type: none"> Presents information to a range of audiences using appropriate register, vocabulary and paralinguistic features Listens and comprehends information from a variety of spoken exchanges with clients, co-workers and other stakeholders Confirms understanding through questioning and active listening |
| Numeracy | 1.1, 1.3, 1.4, 3.1-3.4 | <ul style="list-style-type: none"> Selects and uses mathematical problem-solving strategies to organise resource requirements, performance benchmarks and financial viability of the operational plan |
| Navigate the world of work | 2.1, 2.2, 3.4, 3.6 | <ul style="list-style-type: none"> Monitors adherence to organisational policies, procedures and considers own role in terms of its contribution to broader goals of the work environment Appreciates the implications of legal responsibilities with specific reference to health and safety |
| Interact with others | 1.1, 1.2, 1.5, 1.6, 3.5 | <ul style="list-style-type: none"> Identifies and uses appropriate conventions and protocols when communicating with colleagues and external stakeholders Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion |
| Get the work done | 1.1-1.5, 2.1, 2.2, 3.1, 3.3, 3.4, 3.6 | <ul style="list-style-type: none"> Takes responsibility for developing and implementing systems and processes to achieve organisational objectives, seeking advice, feedback and support as |

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| | | <p>required to assist in the development and planning phase</p> <ul style="list-style-type: none"> Sequences and schedules complex activities, monitors implementation, and manages relevant communication Uses systematic analytical processes to aid decision making, identify potential problems and generate contingency plans or solutions |
|--|--|---|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--------------------------------------|---------------------------------------|---|--------------------|
| BSBMGT517 Manage operational plan | BSBMGT515A Manage operational plan | <p>Updated to meet Standards for Training Packages.</p> <p>Edits to clarify intent of Performance Criteria.</p> <p>Additional performance criterion and evidence for intellectual property.</p> | No equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT517 Manage operational plan

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- develop and implement an operational plan using a variety of information sources and consultation (including using specialist advice if required) which includes:
 - resource requirements
 - key performance indicators
 - monitoring processes
 - contingency plans
- communicate effectively with relevant stakeholders to explain the plan and supporting information, seek approvals, negotiate variations and engage work teams
- develop and implement strategies to achieve the operational plan within the organisation's policies, practices and procedures including:
 - recruiting, inducting and developing personnel
 - acquiring physical resources and services
 - protecting intellectual property
 - making variations to the plan
 - monitoring and documenting performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe models and methods for operational plans
- explain the role of an operational plan in achieving the organisation's objectives
- explain budgeting processes

- list alternative approaches to developing key performance indicators to meet business objectives
- outline the legislative and regulatory context relevant to the operational plan of the organisation
- outline the organisation's policies, practices and procedures that directly relate to the operational plan.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation and regulations
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMKG413 Promote products and services

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and services.

It applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Development – Marketing

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan promotional activities | 1.1 Identify and assess promotional activities to ensure compatibility with organisational requirements 1.2 Plan and schedule promotional activities according to the marketing needs of the organisation 1.3 Determine overall promotional objectives in consultation with designated individuals and groups 1.4 Ensure that timelines and costs for promotion of activities are |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | <p>realistic and consistent with budget resources</p> <p>1.5 Develop action plans to provide details of products and services being promoted</p> |
| 2. Coordinate promotional activities | <p>2.1 Ensure personnel and resources to support promotional activities are identified and prepared to facilitate the achievement of promotional goals</p> <p>2.2 Identify and agree roles and responsibilities for delivery of promotional services and allocate to relevant personnel</p> <p>2.3 Establish and conduct relationships with targeted groups in a manner which enhances the positive image of the organisation</p> <p>2.4 Use networks to assist in the implementation of promotional activities</p> |
| 3. Review and report on promotional activities | <p>3.1 Analyse audience feedback and data to determine the impact of the promotional activity on the delivery of products and services</p> <p>3.2 Assess effectiveness of planning processes to identify possible improvements in future activities</p> <p>3.3 Collect feedback and provide to personnel and agencies involved in promotional activity</p> <p>3.4 Analyse costs and time lines to evaluate the benefits accruing from the promotional activities</p> <p>3.5 Prepare conclusions and recommendations from verifiable evidence and provide constructive advice on future directions of promotional activities</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|------------------------------|--|
| Reading | 1.1, 3.1 | <ul style="list-style-type: none"> Interprets, analyses and collates textual information relevant to promotional activities from a range of sources |
| Writing | 1.2, 1.5, 2.3, 3.1, 3.3, 3.5 | <ul style="list-style-type: none"> Uses clear and specific language to develop formal and informal documents for different audiences in accordance with organisational requirements |

| | | |
|----------------------------|--|---|
| Oral Communication | 1.3, 2.3, 3.3, 3.5 | <ul style="list-style-type: none"> Actively participates in verbal exchanges of ideas and elicits the views and opinions of others by listening and questioning Uses clear and specific language to clarify, explain and present information relating to the promotional activity |
| Numeracy | 1.4, 1.5, 3.1, 3.3, 3.4, 3.5 | <ul style="list-style-type: none"> Classifies, analyses and compares numeric information, including costs and timelines, relevant to the promotional activity |
| Navigate the world of work | 1.1 | <ul style="list-style-type: none"> Adheres to legislative requirements and organisational policies and procedures |
| Interact with others | 1.3, 2.3, 2.4, 3.3, 3.5 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols with a range of stakeholders to project a professional image while seeking or sharing information Recognises the importance of building rapport to establish and maintain positive working relationships |
| Get the work done | 1.2, 1.2, 1.4, 1.5, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.5 | <ul style="list-style-type: none"> Sequences and schedules complex activities, monitors implementation and manages relevant communication Uses systematic, analytical processes in complex, non-routine situations, gathering relevant information and identifying and evaluating options against agreed requirements Evaluates effectiveness of decisions in terms of how well they meet stated goals Uses a range of digital tools to access data, and to extract, organise, integrate and share relevant information |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| BSBMKG413 Promote products and services | BSBMKG413A Promote products and services | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMKG413 Promote products and services

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- identify the context for the promotional activities including:
 - relevant legislation/regulations
 - organisation's goals, objectives, systems, policies and procedures
 - budget and timelines
 - marketing needs and, if defined, marketing plans
 - objectives of the promotional activities
- consult with relevant stakeholders to plan promotional activities to meet objectives, budget and timelines
- coordinate promotional activities including:
 - allocation of personnel, roles and responsibilities
 - sourcing other resources and promotional products as appropriate
 - use of networks and relationships
- analyse feedback and data to evaluate the effectiveness of planning processes and promotional activities and make recommendations on future directions of promotional activities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the legislative and regulatory context of the organisation as relevant to the marketing plan
- outline the planning processes for organising promotional activities

- explain the organisation's marketing objectives and how they support the overall business objectives
- explain how common promotional activities could be used to support the marketing objectives with reference to
 - advertising
 - client functions
 - employee functions
 - media announcements
 - product launches
 - web pages.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – marketing field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBMKG554 Plan and develop public relations publications

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to plan and develop the design, production, implementation and evaluation of public relations publications, in accordance with organisational requirements.

The unit applies to individuals who possess a sound theoretical knowledge base in public relations management and demonstrate a range of managerial skills to ensure that public relations functions are effectively conducted in an organisation or business area. In this role, individuals may either manage the publication process independently or coordinate the activities of people working under their supervision.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Marketing

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare to develop public relations publications | 1.1 Identify objectives, needs, and audience for public relations publications 1.2 Conduct research according to objectives and needs 1.3 Summarise findings to relevant stakeholders 1.4 Analyse and select criteria for segmenting audience according to research findings and objectives 1.5 Define target audience in terms of prospective readers of the publications |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | 1.6 Develop target audience profile according to organisational requirements |
| 2. Plan public relations publications | 2.1 Document and obtain agreement on publication objectives and central message from relevant personnel according to legal and regulatory requirements 2.2 Select team members to assist with planning according to skill and knowledge requirements 2.3 Develop and obtain agreement on budgets and schedules from relevant stakeholders 2.4 Identify appropriate suppliers of products and services and obtain quotations, as required 2.5 Develop criteria to test and evaluate success of the publication |
| 3. Develop and evaluate public relations publications | 3.1 Design and write publication text according to communication objectives and house style 3.2 Test document with relevant stakeholders and incorporate findings in the final publication 3.3 Select and contract suppliers to complete publication production processes 3.4 Distribute publication according to public relations plan and legal and regulatory requirements 3.5 Evaluate publication in line with stakeholder feedback and against evaluation criteria |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|--------------------|--|
| Reading | <ul style="list-style-type: none"> Gathers and analyses textual information from a range of sources and identifies relevant and key information Assesses workplace documentation for clarity and accuracy to comply with house style and agreed communication objectives |
| Writing | <ul style="list-style-type: none"> Uses clear, accurate and engaging language to develop research briefs and materials in a range of styles for various audiences |
| Oral Communication | <ul style="list-style-type: none"> Employs listening and questioning techniques and negotiation skills to clarify information and confirm understanding Articulates instructions and information using language and features suitable for diverse audiences |

| Skill | Description |
|-------------------------|--|
| Numeracy | <ul style="list-style-type: none"> • Uses basic mathematical formula to calculate whole numbers and decimals to determine suppliers' costs, project budgets and projected schedules |
| Self-management | <ul style="list-style-type: none"> • Identifies organisational goals and adheres to implicit and explicit organisation policies and procedures • Identifies the implications of legal and regulatory responsibilities related to own work |
| Teamwork | <ul style="list-style-type: none"> • Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience and monitoring impact • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction |
| Planning and organising | <ul style="list-style-type: none"> • Coordinates and sequences tasks to ensure timelines are met and work flows efficiently • Analyses relevant information to make decisions about staffing, contractors, market segments and target audiences • Evaluates results to identify whether objectives have been met |
| Technology | <ul style="list-style-type: none"> • Uses digital applications to record, store, retrieve and share documents |

Unit Mapping Information

Supersedes and is equivalent to BSBPUB501 Manage the public relations process.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMKG554 Plan and develop public relations publications

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop at least one public relations document.

In the course of the above, the candidate must:

- identify and obtain agreements for team members budgets, schedules and good and services suppliers to prepare publication assessment criteria
- develop, test and evaluate the public relations documents.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- contents of public relations brief including:
 - target audience segmentation
 - research objectives
 - methodology
 - time schedule
 - budget
 - internal and external factors that impact effectiveness of publications
- internal and external factors that may impact publication requirements
- primary and secondary research methods and use in public relations
- criteria used to select team members
- suppliers who may be required to complete publication production processes
- key provisions of relevant legislation, codes of practice and national standards that affect public relations
- relevance of ethics to public relations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- examples of previous public relations documents
- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS301 Maintain business resources

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to determine, administer and maintain resources and equipment to complete a variety of tasks.

The unit applies to those who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of business resources and their basic maintenance to provide some technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Advise on resource requirements | 1.1 Calculate current business resource needs according to organisational requirements 1.2 Calculate estimates of future business resource needs according to organisational requirements 1.3 Provide advice on equipment, material and supplier selection 1.4 Identify resource shortages and possible impact on operations |
| 2. Acquire resources | 2.1 Obtain resources according to timelines and identified organisational requirements 2.2 Store resources according to identified organisational requirements |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | 2.3 Review resource acquisition processes and identify opportunities for improvements in future resource acquisitions |
| 3. Monitor resource usage and maintenance | 3.1 Confirm handling of resources is according to organisational and work health and safety requirements 3.2 Identify resource monitoring tool and monitor use of resources 3.3 Consult individuals and teams and facilitate effective decision-making on the appropriate allocation of resources 3.4 Monitor and compare resource usage with estimated requirements in budget plans |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Description |
|---------------------------|--|
| Reading | <ul style="list-style-type: none"> Identifies and interprets information from a range of sources, including organisational policies and procedures |
| Writing | <ul style="list-style-type: none"> Uses clear and succinct language and appropriate layout to provide information, advice and support materials |
| Oral communication | <ul style="list-style-type: none"> Presents information or advice choosing language appropriate to the context and needs of the audience Uses active listening and questioning to confirm understanding |
| Numeracy | <ul style="list-style-type: none"> Selects and uses appropriate tools to aid with estimation and other resource assessment requirements Uses a combination of informal and some formal written mathematical equations to represent the outcomes of the resource allocation process |
| Enterprise and initiative | <ul style="list-style-type: none"> Takes some personal responsibility for adherence to organisational procedures and protocols |
| Teamwork | <ul style="list-style-type: none"> Uses collaborative techniques to engage personnel in consultations and negotiations |
| Planning and organising | <ul style="list-style-type: none"> Plans a range of routine tasks and required resources, accepting goals and aiming to achieve them within allocated timeframes Evaluates effectiveness of decisions in terms of how well they met stated goals |
| Problem solving | <ul style="list-style-type: none"> Identifies and takes responsibility for addressing predictable problems in familiar work contexts |

| Skill | Description |
|------------|--|
| Technology | <ul style="list-style-type: none">• Follows routine procedures for using digital technology to enter, store and retrieve information directly relevant to role• Identifies purpose and some specific functions of some common digital tools used in work contexts |

Unit Mapping Information

Supersedes and is equivalent to BSBADM311 Maintain business resources.

Supersedes but is not equivalent to BSBFLM306 Provide workplace information and resourcing plans.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS301 Maintain business resources

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain at least three business resources.

In the course of the above, the candidate must:

- collect and record data on resource use
- evaluate use of resources according to organisational requirements
- monitor resource use over defined and operational timeframes
- comply with organisational policies while using resources.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of legislation relating to maintaining business resources
- organisational resource acquisition policies, plans and procedures
- organisational requirements for handling resources including:
 - acquiring resources
 - storing resources
- organisational procedures for record keeping and filing systems, security and safe recording practices.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational resource use data.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS304 Deliver and monitor a service to customers

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify customer needs | 1.1 Identify and clarify customer needs and expectations 1.2 Evaluate customer needs and determine priorities for service delivery according to organisational requirements 1.3 Inform customers about available choices for meeting their needs and assist selection of preferred options 1.4 Identify limitations in addressing customer needs and seek assistance from designated individuals, where required |
| 2. Deliver a service to customers | 2.1 Provide service to meet identified customer needs according to organisational and legislative requirements 2.2 Establish and maintain rapport with customers |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------------|--|
| | <p>2.3 Manage customer complaints according to organisational and legislative requirements</p> <p>2.4 Provide assistance and respond to customers with specific needs according to organisational and legislative requirements</p> <p>2.5 Identify and use available opportunities to promote and enhance services and products to customers</p> |
| 3. Evaluate customer service delivery | <p>3.1 Review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements</p> <p>3.2 Seek and respond to customer feedback according to organisational policies and procedures</p> <p>3.3 Identify opportunities to enhance the quality of customer service</p> <p>3.4 Document recommendations for customer service improvements</p> <p>3.5 Submit recommendations to relevant personnel according to organisational policies and procedures</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Description |
|-------------------------|---|
| Learning | <ul style="list-style-type: none"> Identifies and follows up on opportunities to improve work practices and outcomes |
| Oral communication | <ul style="list-style-type: none"> Provides information or advice using structure and language to suit the audience Asks questions and listens to gain information or confirm understanding |
| Reading | <ul style="list-style-type: none"> Evaluates textual information to determine customer service requirements Proofreads texts for clarity of meaning and accuracy of grammar and punctuation |
| Writing | <ul style="list-style-type: none"> Completes responses to customer complaints in required format Prepares reports using sequencing, format and words to communicate recommendations clearly and effectively |
| Planning and organising | <ul style="list-style-type: none"> Complies with organisational policies and procedures relevant to role Plans and implements systems to gather and organise information |

| Skill | Description |
|-----------------|--|
| Problem-solving | <ul style="list-style-type: none"> • Uses problem solving skills to analyse and respond to customer complaints or enquiries |
| Teamwork | <ul style="list-style-type: none"> • Selects and uses appropriate communication conventions to establish connections, build rapport, seek information and develop professional working relationships • Adjusts personal communication style in response to the opinions, values and particular needs of others |

Unit Mapping Information

Supersedes and is equivalent to BSBCUS301 Deliver and monitor a service to customers.

Supersedes but is not equivalent to:

- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBEDU303 Assist with the provision of international education information
- BSBINT303 Organise the importing and exporting of goods
- BSBINT304 Assist in the international transfer of services
- BSBSLS407 Identify and plan sales prospects.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS304 Deliver and monitor a service to customers

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- deliver a service to at least three different customers, including:
 - using communication skills to establish rapport and build relationships with customers according to organisational requirements
 - identifying customer needs using appropriate questioning and active listening skills
 - providing customer service according to organisational requirements
 - responding to and recording customer feedback and action taken according to organisational standards, policies and procedures
 - producing a report which identifies and recommends ways to improve service delivery.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of customer service legislation and consumer law
- organisational policies and procedures relating to customer service, including complaints handling
- common forms of verifiable evidence that could be used to review customer satisfaction
- customer service standards and protocols for serving customers, including customers with specific needs.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technology required to gather and provide information and assistance to customers

- workplace documents, and organisational policies and procedures relating to customer service
- examples of customer complaints and feedback.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS305 Process customer complaints

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes skills and knowledge required to handle complaints from customers.

The unit applies to those who apply a broad range of competencies and may exercise discretion and judgement using appropriate knowledge of products, customer service systems and organisational policies to provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Receive complaints | 1.1 Assess complaint according to organisational policy 1.2 Inform relevant stakeholders that complaint has been received 1.3 Document customer complaints according to organisational policies and procedures |
| 2. Process complaints | 2.1 Identify complaints requiring escalation according to organisational policy, and escalate as required 2.2 Identify additional information requirements to resolve complaints that do not require escalation 2.3 Prepare information for resolving complaint |
| 3. Resolve complaints | 3.1 Identify implications of complaint for customer and organisation |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|---|
| | 3.2 Analyse options to resolve customer complaints according to legislation, organisational policies and codes of practice 3.3 Propose options according to legislative requirements and organisational policies 3.4 Escalate matters for which a solution cannot be determined to relevant personnel |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Description |
|-------------------------|--|
| Reading | <ul style="list-style-type: none"> Identifies and interprets textual information to determine legislative, regulatory and organisational requirements |
| Writing | <ul style="list-style-type: none"> Documents complaints and actions taken according to organisational requirements Records spoken information clearly and accurately for future reference |
| Oral communication | <ul style="list-style-type: none"> Presents or requests information using words and non-verbal features appropriate to the audience and context Uses listening and questioning techniques to gather information and confirm understanding |
| Planning and organising | <ul style="list-style-type: none"> Takes responsibility for planning, sequencing and completing tasks to achieve required outcomes Follows organisational communication practices and procedures when referring complaints, seeking advice or negotiating outcomes |
| Problem-solving | <ul style="list-style-type: none"> Addresses less predictable problems applying problem solving processes in determining solutions that meet organisational requirements |
| Technology | <ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks |

Unit Mapping Information

Supersedes and is equivalent to BSBCMM301 Process customer complaints.

Supersedes but is not equivalent to:

- BSBCUE304 Provide sales solutions to customers

- BSBCUE308 Conduct outbound customer engagement.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS305 Process customer complaints

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- process at least three customer complaints relating to business operations.

In the course of the above, the candidate must:

- follow organisational procedures when referring and resolving complaints.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of legislation relating to customers including Australian Consumer Law and consumer guarantees
- communication techniques for handling customer complaints
- organisational policies, procedures and standards for processing complaints
- organisational escalation procedures and relevant personnel.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures relevant to customer complaints
- legislation and codes of practice relevant to customer complaints.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS402 Coordinate business operational plans

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to implement operational plans by planning and acquiring resources, monitoring and adjusting operational performance and providing reports on performance, as required.

The unit applies to individuals who plan activities to achieve team and organisational objectives. At this level, work will normally be carried out within routine and non-routine methods and involve procedures that require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare to implement operational plan | 1.1 Consult with stakeholders to identify resource requirements relevant to operational plan 1.2 Collate, analyse and document details of resource requirements 1.3 Develop operational plan and determine implementation method 1.4 Plan for contingencies 1.5 Develop and present proposals for resource requirements |
| 2. Implement operational plan | 2.1 Assist in recruiting and onboarding employees required to implement operational plan according to organisational policies |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>and procedures</p> <p>2.2 Acquire physical resources and services according to organisational policies and procedures</p> <p>2.3 Support efficient, cost-effective and safe use of resources</p> <p>2.4 Adjust implementation of the operational plan in consultation with others to manage contingencies</p> |
| 3. Monitor operational performance | <p>3.1 Collate relevant information and determine operational and productivity performance</p> <p>3.2 Identify and use key performance indicators (KPIs) and assess operational performance</p> <p>3.3 Identify unsatisfactory performance and take action to rectify the situation according to organisational policies</p> |
| 4. Review operations based on performance | <p>4.1 Develop recommendations for variation to operational plans</p> <p>4.2 Present recommendations to the designated persons or groups to gain approval</p> <p>4.3 Maintain records related to operational performance according to organisational policies and procedures</p> <p>4.4 Report information on operational performance to management</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Description |
|---------------------------|--|
| Reading | <ul style="list-style-type: none"> Identifies, interprets, analyses and reviews textual information related to the operational plan and monitoring of operational performance |
| Writing | <ul style="list-style-type: none"> Communicates relationships between ideas and information, matching style of writing to purpose and audience Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats |
| Oral communication | <ul style="list-style-type: none"> Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience |
| Numeracy | <ul style="list-style-type: none"> Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance |
| Enterprise and initiative | <ul style="list-style-type: none"> Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment |

| Skill | Description |
|-------------------------|--|
| Teamwork | <ul style="list-style-type: none"> • Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion |
| Planning and organising | <ul style="list-style-type: none"> • Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes • Evaluates effectiveness of decisions in terms of how well they met stated goals • Identifies and addresses an increasing range of familiar problems by implementing contingency plans |

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFLM305 Support operational plan
- BSBMGT402 Implement operational plan.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS402 Coordinate business operational plans

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare, implement and review two operational plans.

In the course of the above, the candidate must:

- interact with a range of people and groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan
- plan and acquire physical and human resources using organisation's systems and procedures
- manage and support personnel to achieve performance objectives including facilitating new employee onboarding
- present information and recommendations to support implementation and variation of the operational plan
- monitor operational performance against the performance objectives and budgets and implement improvements to rectify unsatisfactory performance
- vary the operational plan and gain approval to deal with contingencies
- document and provide reports on performance as required by the organisation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- processes to identify resource requirements
- sources of information to identify resource requirements
- methods to manage contingencies including through consultation with relevant stakeholders
- key features of performance monitoring systems and processes
- common methods for problem solving
- methods to support staff including mentoring, coaching and supervision

- implementation methods for operational plan
- budget and other financial information related to the organisation
- organisational objectives including costs, identified shortfalls and surpluses.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational operational plans, policies and procedures relevant to performance evidence
- workplace documentation and resources including budgets
- physical and human resource procurement documentation
- employee onboarding and performance monitoring procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS505 Manage organisational customer service

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

The unit applies to individuals who supervise customer service provided by others within an organisation. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish customer requirements | 1.1 Consult with customers to identify customer service requirements 1.2 Integrate customer feedback into organisation's business plan 1.3 Identify and procure resources required to address customer service requirements |
| 2. Deliver quality products and services | 2.1 Deliver product and service according to customer specifications within organisation's business plan 2.2 Monitor team performance and assess against the organisation's quality and delivery standards 2.3 Support colleagues to overcome difficulties in meeting |

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------|--|
| | customer service standards |
| 3. Evaluate customer service | 3.1 Develop and use strategies for monitoring progress against product and service targets and standards 3.2 Develop and use strategies for obtaining customer feedback on provision of product and service 3.3 Adapt delivery of customer product and service in consultation with relevant individuals and groups 3.4 Manage records, reports and recommendations within the organisation's systems and processes |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Description |
|---------------------------|---|
| Reading | <ul style="list-style-type: none"> Interprets and analyses textual information from a variety of sources and applies the knowledge that has been gained to evaluate standards for organisation's products and services |
| Writing | <ul style="list-style-type: none"> Produces a range of text types to convey information, requirements or recommendations matching style of writing to purpose and audience |
| Oral communication | <ul style="list-style-type: none"> Clearly articulates systems and standards in a team environment using language suitable to diverse audiences Uses listening and questioning techniques to obtain feedback and confirm understanding |
| Numeracy | <ul style="list-style-type: none"> Interprets and comprehends mathematical information in organisation's business and customer service plans |
| Planning and organising | <ul style="list-style-type: none"> Recognises and applies organisational protocols and meets expectations associated with own work |
| Teamwork | <ul style="list-style-type: none"> Identifies and uses appropriate conventions and protocols when communicating with colleagues and customers Collaborates with others, taking into account their strengths and experience, to achieve desired outcomes Provides support in field of expertise to team |
| Enterprise and initiative | <ul style="list-style-type: none"> Develops and implements plans using logical processes and monitors and evaluates progress against stated goals |
| Problem solving | <ul style="list-style-type: none"> Accepts responsibility for addressing complex or non-routine difficulties, applying problem solving processes in determining a |

| Skill | Description |
|------------|---|
| | solution |
| Technology | <ul style="list-style-type: none">• Uses digital technology to access, organise and present information in a format that meets requirements |

Unit Mapping Information

Supersedes and is equivalent to BSBCUS501 Manage quality customer service.

Supersedes but is not equivalent to:

- BSBCUE504 Integrate customer engagement within the organisation
- BSBCUE601 Optimise customer engagement operations
- BSBCUE602 Manage customer engagement information
- BSBCUE603 Design and launch new customer engagement facilities
- BSBSLS501 Develop a sales plan.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS505 Manage organisational customer service

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and review strategy for delivering and monitoring quality customer service for an organisation or work area.

In the course of the above, the candidate must:

- implement quality customer service policies and procedures
- identify and resolve system problems relating to poor customer service
- assist teams to meet customer service requirements
- develop, procure and use human and physical resources to support quality customer service delivery.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory frameworks governing customer service
- elements of effective customer service including quality, time and cost
- organisational policies and procedures for customer service and handling customer complaints
- relevant service standards and best practice models
- key principles of public relations and product promotion
- common techniques for solving complaints
- principles and techniques involved in managing:
 - customer behaviour
 - specific customer needs
 - customer research
 - customer relations

- ongoing product and service quality
- problem identification and resolution
- quality customer service delivery
- record keeping and management methods
- strategies for monitoring, managing and introducing ways to improve customer service relationships
- strategies to obtain customer feedback.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations and codes of practice related to customer service
- workplace documentation and resources
- complex customer complaints.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPEF501 Manage personal and professional development

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to implement systems and process that support the personal and professional development of self and others.

The unit applies to individuals working in a range of managerial positions who are accountable for the development and performance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking & Problem Solving – Personal Effectiveness

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Manage work goal development | 1.1 Document team member responsibilities and identify organisational framework for development of work goals 1.2 Support others to develop work goals, plans and activities that align with their responsibilities 1.3 Assess others' work goals, plans and activities for alignment with organisational goals and provide feedback to team members 1.4 Facilitate access to personal and professional development opportunities that align to team member goals, plans and activities |
| 2. Facilitate achievement of work priorities | 2.1 Assess and prioritise personal, team and organisational demands 2.2 Use technology to manage work priorities of the team |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | 2.3 Identify and implement techniques to manage team health and wellbeing in the workplace |
| 3. Develop and maintain professional competence | 3.1 Document own development needs, priorities and plans using applicable competency standards, where required 3.2 Seek feedback from relevant personnel on own development needs 3.3 Participate in personal and professional development activities that address identified needs, priorities and plans |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|---------------------------|--|
| Learning | <ul style="list-style-type: none"> Investigates and uses a range of strategies to develop personal competence |
| Reading | <ul style="list-style-type: none"> Analyses and interprets textual information from organisational policies and practices or feedback to inform personal development planning |
| Writing | <ul style="list-style-type: none"> Uses feedback to prepare reports that summarise ways to improve competence |
| Oral communication | <ul style="list-style-type: none"> Uses active listening and questioning to seek and receive feedback |
| Enterprise and Initiative | <ul style="list-style-type: none"> Identifies how own role contributes to broader organisational goals Considers organisational protocols when planning career development of self and others |
| Teamwork | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders Uses interpersonal skills to establish and build positive working relationships with others |
| Planning and organising | <ul style="list-style-type: none"> Plans and prioritises tasks in order to meet deadlines, manage role responsibilities and to manage own personal welfare Identifies and uses appropriate technology to improve work efficiency |
| Technology | <ul style="list-style-type: none"> Uses technology to manage and prioritise work tasks |

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBLED503 Maintain and enhance professional practice
- BSBWOR501 Manage personal work priorities and professional development.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPEF501 Manage personal and professional development

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement a plan for own personal and professional development
- manage personal and professional development of at least two other individuals.

In the course of the above, the candidate must:

- identify roles and responsibilities of team members
- support two different individuals to develop work goals that align with their role and responsibilities
- facilitate team member access to relevant personal and professional development activities
- use technology to organise and prioritise tasks and commitments of a team or work area
- research and implement techniques for maintaining health and wellbeing of self and others
- develop personal work goals, plans and activities to meet work goals
- measure personal work performance, including assessing competency against competency standards
- participate in personal and professional development activities to develop professional competence.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- roles and responsibilities of team members
- principles and techniques involved in the management or organisation of:
 - performance measurement
 - personal behaviour, self-awareness and personality traits identification
 - personal development plans
 - personal goal setting

- task prioritisation
- common personal and professional development activities relevant to the industry
- technology to plan and prioritise work tasks
- techniques to manage health and wellbeing in the workplace
- organisation's human resources policies and procedures relevant to professional development.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to challenges and situations to demonstrate the application of performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPMG421 Apply project time management techniques

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to assist with project scheduling activities, apply and monitor the agreed project schedule, and evaluate the effectiveness of time management for the project.

The unit applies to individuals who are project practitioners working in a project support role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Project Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Assist in developing project schedule | 1.1 Contribute to developing work breakdown structure 1.2 Contribute to estimating duration and effort, sequence and dependencies of tasks to achieve project deliverables 1.3 Contribute to identifying schedule impact on project time management, resource requirements, costs and risks using project scheduling tools and techniques 1.4 Contribute to achieving an agreed schedule baseline and communicating the schedule to stakeholders |
| 2. Maintain project schedule | 2.1 Record and report progress of activities in relation to agreed schedule using selected tool 2.2 Record baseline variance between actual and planned progress 2.3 Contribute to forecasting impact of change on the schedule and |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | analysing options 2.4 Update task status and agreed changes to maintain currency and accuracy of schedule |
| 3. Participate in assessing time-management outcomes | 3.1 Participate in determining effectiveness of time management from review of project performance 3.2 Contribute to document scheduling and time-management issues and responses to assist in project evaluation |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|-------------------------|--|
| Reading | <ul style="list-style-type: none"> Interprets project documentation to determine scheduling requirements and review performance |
| Writing | <ul style="list-style-type: none"> Documents project activities using structure, layout, vocabulary, and conventions appropriate to context |
| Oral Communication | <ul style="list-style-type: none"> Interacts effectively in verbal exchanges, using clear language and appropriate features to convey information Uses active listening and questioning to elicit and assess relevant information |
| Numeracy | <ul style="list-style-type: none"> Selects and applies a range of mathematical strategies to contribute to determining resources and measuring work output against a predetermined timeline |
| Planning and organising | <ul style="list-style-type: none"> Contributes to plans and implements tasks required to monitor implementation of plans Contributes to reviews and reflections on outcomes to identify whether objectives were met Uses digital tools to enter, analyse and present data and information |

Unit Mapping Information

Supersedes and is equivalent to BSBPMG410 Apply project time management techniques.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPMG421 Apply project time management techniques

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support project managers and other team members to apply project time management techniques during at least two different projects.

In the course of the above, the candidate must:

- create a project schedule showing tasks, deliverable milestones, sequence, dependencies and time estimates
- apply time-management techniques in a project
- use relevant tools and techniques to maintain, monitor and update a project schedule.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- contents of work breakdown structure detail to enable effective project planning and control
- implications of time management for project resources, costs and risks
- methods for estimating task duration and resource requirements
- tools and techniques for managing project time and their particular applications
- methods to evaluate the effectiveness of time management
- techniques used to measure, record and report progress of activities.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation relevant to project management

- planning tools.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPRC502 Manage supplier relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Application

This unit describes the skills and knowledge required to manage relationships with suppliers of larger or multiple smaller procurement activities, where the relationship is of some significance to the organisation. It covers managing procurement agreements, resolving disagreements with suppliers, finalising agreements, and reviewing the performance of suppliers.

It applies to individuals who manage relationships with an organisation's suppliers, and is typically undertaken by a senior procurement officer or procurement manager.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – Procurement and Contracting

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Manage supplier agreements | <p>1.1 Monitor supplier performance throughout the duration of agreements in accordance with organisational policies and procedures</p> <p>1.2 Identify, monitor and manage risks in risk management plans throughout the duration of agreements</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>1.3 Identify and address potential and actual performance issues</p> <p>1.4 Negotiate and resolve amendments to agreements as a consequence of addressing performance issues</p> <p>1.5 Seek and obtain approval for amendments from organisational management</p> <p>1.6 Communicate approved amendments to suppliers and relevant personnel</p> |
| 2. Resolve disagreements with suppliers | <p>2.1 Identify and investigate causes of disagreements with suppliers and assess their validity</p> <p>2.2 Negotiate and resolve disagreements</p> <p>2.3 Establish transparent and trust with supplier to support relationship</p> <p>2.3 Document amendments to agreements as a consequence of the resolution of disagreements in accordance with organisational policies and procedures</p> <p>2.4 Seek and obtain approval for amendments from organisational management</p> <p>2.5 Communicate approved amendments to suppliers and relevant personnel</p> |
| 3. Finalise agreements | <p>3.1 Confirm all supplier obligations as having been met prior to agreements being finalised</p> <p>3.2 Finalise procurement agreements on completion of contract</p> <p>3.3 Document arrangements to finalise agreements in accordance to organisational policies and procedures</p> |
| 4. Review performance of suppliers | <p>4.1 Evaluate supplier performance against the requirements of procurement agreements</p> <p>4.2 Inform suppliers of evaluation outcomes as required</p> <p>4.3 Make recommendations about future use of suppliers to relevant personnel</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|----------------------------|---|
| Reading | <ul style="list-style-type: none"> Interprets textual information from a range of sources and determines how content may be applied to organisational requirements |
| Writing | <ul style="list-style-type: none"> Documents amendments to agreements Develops documentation according to organisational formats |
| Oral Communication | <ul style="list-style-type: none"> Communicates verbally using clear language and appropriate features to provide information to a variety of individuals Uses active listening and questioning techniques to convey and clarify information |
| Numeracy | <ul style="list-style-type: none"> Interprets financial information within procurement agreements |
| Navigate the world of work | <ul style="list-style-type: none"> Understands legal and organisational obligations that underpin agreements and contracts with suppliers |
| Interact with others | <ul style="list-style-type: none"> Liaises with suppliers and relevant personnel to gain agreement on required performance levels Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role |
| Get the work done | <ul style="list-style-type: none"> Plans and implements tasks required to manage agreements, including negotiating and coordinating input from others Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others Uses systematic, analytical processes to identify and solve performance problems |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|--|---------------------------|
| BSBPRC502 Manage supplier relationships Release 1 | BSBPUR502 Manage supplier relationships Release 1 | Updates to elements and performance criteria, performance evidence and knowledge evidence. | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPRC502 Manage supplier relationships

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Performance Evidence

Evidence of the ability to:

- successfully manage relationships with suppliers over the life of specific procurement agreements in accordance with organisational policies and procedures, including:
 - using effective communication to resolve disputes with suppliers amending and developing documentation to finalise an agreement with a supplier
 - evaluate supplier performance and formulate recommendations about future use of supplier.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- key features of procurement supplier relationship management
- methodologies to monitor, review and evaluate supplier performance
- key techniques to successfully manage and resolve supplier disagreements
- key features to outline organisation's policies and procedures related to:
 - conduct and ethics
 - procurement
 - tendering and contracting.
 -

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the administration – procurement and contracting field of work and include access to:

- organisation policies and procedures
- procurement strategies and relevant procurement supplier management records
- office equipment and supplies
- case studies and, where possible, real situations
- interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBREL402 Build client relationships and business networks

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to establish, maintain and improve client relationships and to actively participate in networks to support attainment of key business outcomes.

It applies to individuals such as marketing and sales professionals who depend on excellent interpersonal relationships and communication skills to achieve outcomes but may also apply to other individuals working in any industry.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Relationship Management

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Initiate interpersonal communication with clients | 1.1 Identify and use preferred client communication styles and methods 1.2 Establish rapport with clients using verbal and non-verbal communication processes 1.3 Investigate and act upon opportunities to offer positive feedback to clients |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | 1.4 Use open questions to promote two-way communication 1.5 Identify and act upon potential barriers to effective communication with clients 1.6 Initiate communication processes which relate to client needs, preferences and expectations |
| 2. Establish client relationship management strategies | 2.1 Develop client loyalty objectives focusing on the development of long term business partnerships 2.2 Assess client profile information to determine approach 2.3 Develop client loyalty strategies to attract and retain clients in accordance with the business strategy 2.4 Identify and apply client care and client service standards |
| 3. Maintain and improve ongoing relationships with clients | 3.1 Develop strategies to obtain ongoing feedback from clients to monitor satisfaction levels 3.2 Develop strategies to elicit feedback which provide information in a form that can be used to improve relationships with clients 3.3 Obtain feedback to develop and implement strategies which maintain and improve relationships with clients |
| 4. Build and maintain networks | 4.1 Allocate time to establish and maintain business contacts 4.2 Participate in business associations and/or professional development activities to establish and maintain a network of support for the business and to enhance personal knowledge of the market 4.3 Establish communication channels to exchange information and ideas 4.4 Provide, seek and verify information to the network |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|---|---|
| Reading | 1.1, 1.3, 1.5, 2.2, 2.3, 2.4, 3.1, 4.2- 4.4 | <ul style="list-style-type: none"> Interprets information from a range of sources to determine and adhere to communication and networking requirements |

| | | |
|----------------------------|--|--|
| Writing | 1.1,1.5, 2.1, 2.3, 2.4, 3.1, 3.2, 4.2, 4.3 | <ul style="list-style-type: none"> Records notes from research and discussions for future reference Develops materials for a specific audience according to organisational standards |
| Oral Communication | 1.1-1.6, 2.3, 2.4, 3.3, 4.2-4.4 | <ul style="list-style-type: none"> Participates in spoken exchanges with a range of audiences using structure and language to suit the audience Involves others in discussions using active listening and questioning techniques appropriately |
| Numeracy | 2.4, 4.1 | <ul style="list-style-type: none"> Performs calculations to determine timeframes and measure actual performance against required standards |
| Navigate the world of work | 2.3, 2.4 | <ul style="list-style-type: none"> Considers wider organisational goals when developing customer relationship strategies |
| Interact with others | 1.1, 1.2, 1.5, 1.6, 3.3, 4.2-4.4 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with clients or business contacts to build rapport, seek or present information Recognises the need to alter personal communication style in response to the needs, values, beliefs and cultural expectations of others Adapts personal communication style to build positive working relationships and show respect for the opinions, values and particular needs of others |
| Get the work done | 1.1, 2.1-2.4, 3.1-3.3, 4.1-4.4 | <ul style="list-style-type: none"> Takes responsibility for planning, sequencing and implementing tasks and own workload to achieve business outcomes Uses analytical processes to gather relevant information, identify and evaluate options and decide on appropriate systems and strategies Actively monitors and evaluates effectiveness of decisions to identify and implement improvements |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| BSBREL402 Build client relationships and business networks | BSBREL402A Build client relationships and business networks | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBREL402 Build client relationships and business networks

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- identify clients' preferred communication styles and methods and potential barriers to communications and use appropriate communication styles and strategies
- apply communication techniques to establish rapport and promote two-way communication
- develop and implement client loyalty strategies and service standards based on business objectives and client information
- develop and implement strategies to elicit feedback from clients and use it to improve relationships and customer satisfaction
- maintain contacts and participate in formal and informal networks that support the business and enhance personal knowledge of the market.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of strategies that can build client loyalty including those that focus on:
 - financial incentives and special offers
 - premium services and private/dedicated facilities
 - loyalty programs, rewards and recognition
- outline issues that are commonly addressed in client care/service standards in the industry
- outline typical barriers to communicating with clients and possible strategies to address them
- give examples of strategies for feedback
- describe the principles and techniques for effective communication and networking
- outline networking opportunities relevant to the business with reference to:

- government, industry and professional associations
- trade shows, conferences, briefings and other professional development activities
- existing groups or networks
- businesses and individuals
- outline aspects of organisational policies, procedures and processes that are relevant to communicating with clients and participating in networks.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations - relationship management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBRES411 Analyse and present research information

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Application

This unit describes the skills and knowledge required to gather, organise, analyse and present workplace information using available systems and sources. This includes identifying research requirements and sources of information, applying information to a set of facts, evaluating the quality and reliability of the information, and preparing and producing reports.

It applies to individuals in roles in which they are required to apply their broad knowledge of the work environment to analysis and research tasks, evaluate information from a variety of sources and apply solutions to a range of predictable and unpredictable problems.

No licensing, legislation or certification requirements apply to this unit at the time of publication.

Unit Sector

Knowledge Management – Research

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify reliable sources of research information | 1.1 Identify potential sources for research information relevant to the organisation requirements 1.2 Assess reliability of potential sources, considering accuracy, authority, audience, relevance and likelihood of bias 1.3 Access research information and extract in a format suitable for analysis, interpretation and dissemination in accordance with |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | organisational requirements 1.4 Store research information, in accordance with organisational requirements |
| 2. Analyse and synthesise research information | 2.1 Clearly define objectives of research ensuring consistency with organisational requirements 2.2 Ensure that information research strategies are relevant to the requirements of the research and aligned to organisational objectives 2.3 Apply information research strategy to obtain relevant information, identifying themes and drawing conclusions in line with established objectives of research 2.4 Demonstrate that assumptions and conclusions used in analyses are clear, justified, supported by evidence and consistent with research and business objectives |
| 3. Present research information | 3.1 Identify appropriate methods of reporting, considering the intended audience and relevant organisational requirements 3.2 Report on findings in an appropriate format, style and structure within a pre-determined timeframe 3.3 Report and distribute research findings in accordance with organisational requirements 3.4 Obtain feedback and comments on suitability and sufficiency of findings in accordance with organisational requirements |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|---------|---|
| Reading | <ul style="list-style-type: none"> Analyses and evaluates textual information to develop information research strategies, integrate facts and ideas and meet organisational requirements |
| Writing | <ul style="list-style-type: none"> Gathers, evaluates and integrates information from a range of sources Presents findings, recommendations and issues in required format using language, structure and style appropriate to audience |
| Oral | <ul style="list-style-type: none"> Presents recommendations and issues using language appropriate to |

| | |
|----------------------------|--|
| Communication | audience and according to organisational requirements |
| Navigate the world of work | <ul style="list-style-type: none"> Recognises and follows organisational policies and procedures and meets expectations associated with own role |
| Interact with others | <ul style="list-style-type: none"> Selects and uses appropriate communication practices when seeking or sharing information |
| Get the work done | <ul style="list-style-type: none"> Plans, organises and implements tasks to meet organisational requirements Takes responsibility for the outcomes of routine decisions related directly to own role Uses the main features and functions of digital technologies and tools to complete work tasks Recognises and takes responsibility for addressing foreseeable problems in familiar work contexts |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|--------------------|
| BSBRES411 Analyse and present research information Release 1 | BSBRES401 Analyse and present research information Release 1 | Updates to elements and performance criteria, performance and knowledge evidence. | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBRES411 Analyse and present research information

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 3.0. |

Performance Evidence

Evidence of the ability to:

- identify research requirements and objectives
- gather, organise and present research information
- communicate effectively with research stakeholders to clarify requirements
- maintain and handle information and documents systematically and securely
- preparing reports on research findings including:
 - recommendations based on the analysis of research information
 - clear and justified assumptions and conclusions
 - use of efficient and reliable research methods
- analyse, evaluate and interpret research information to support organisational activities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of organisational policies and procedures relating to:
 - the access of digital information
 - the storage/transmission of information
 - legal and ethical obligations relating to workplace information
- key concepts related to research and analysis including reliability and validity
- key features of research processes and strategies to identify new sources (online and print) of information and efficient and effective use.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – research field of work and include access to:

- workplace information systems, equipment and resources
- workplace policies and procedures
- case studies and, where possible, real situations in the workplace.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSTR502 Facilitate continuous improvement

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

The unit applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish systems and processes | 1.1 Identify current systems and processes that facilitate continuous improvement 1.2 Identify and define improvement needs and opportunities for the organisation 1.3 Develop decision-making processes to assist continuous improvement and communicate to relevant stakeholders 1.4 Develop strategies for continuous improvement and encourage |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>team members to participate in decision-making processes</p> <p>1.5 Develop knowledge management systems to capture team progress, insights and experiences from business activities</p> <p>1.6 Develop new systems and processes that facilitate continuous improvement according to improvement needs and opportunities</p> <p>1.7 Establish processes that confirm team members are informed about continuous improvement outcomes</p> |
| 2. Monitor and adjust performance strategies | <p>2.1 Confirm relevant systems and processes meet organisation sustainability requirements</p> <p>2.2 Confirm team progress, insights and experiences are captured and accessible using knowledge management systems</p> <p>2.3 Coach individuals and teams to implement and support continuous improvement systems and processes</p> <p>2.4 Identify and evaluate ways in which planning and operations could be improved</p> <p>2.5 Make recommendations and communicate strategies to relevant stakeholders</p> |
| 3. Manage opportunities for further improvement | <p>3.1 Evaluate outcomes and identify opportunities for improvement</p> <p>3.2 Seek feedback from relevant stakeholders on systems and processes</p> <p>3.3 Identify other areas for improvement and document feedback for future planning</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|---------|--|
| Reading | <ul style="list-style-type: none"> • Identifies and extracts required information from a range of complex texts • Locates, interprets and analyses workplace documentation to gather information relating to continuous improvement |
| Writing | <ul style="list-style-type: none"> • Develops complex texts related to continuous improvement processes according to organisational requirements • Ensures the vocabulary, grammatical structures and conventions are required for the context and target audience |
| Oral | <ul style="list-style-type: none"> • Presents information to a range of audiences using appropriate structure and language |

| SKILL | DESCRIPTION |
|---------------------------|--|
| communication | <ul style="list-style-type: none"> • Listens and comprehends information from a variety of spoken exchanges with clients, co-workers and other stakeholders • Confirms understanding through questioning and active listening |
| Initiative and enterprise | <ul style="list-style-type: none"> • Monitors adherence to organisational policies, procedures and protocols and considers own role in terms of its contribution to broader goals of the work environment • Identifies and uses appropriate conventions and protocols when communicating with colleagues and external stakeholders |
| Problem solving | <ul style="list-style-type: none"> • Uses analytical and lateral thinking to review current practices and develop ideas for improvement |
| Teamwork | <ul style="list-style-type: none"> • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction and influencing direction |
| Self-management | <ul style="list-style-type: none"> • Takes responsibility for developing, implementing and monitoring systems and processes to achieve organisational outcomes |
| Technology | <ul style="list-style-type: none"> • Reflects on the ways in which digital systems and tools are used, or could be used, to achieve work goals |

Unit Mapping Information

Supersedes and is equivalent to BSBMGT516 Facilitate continuous improvement.

Supersedes but is not equivalent to BSBCUE501 Develop business continuity strategy.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR502 Facilitate continuous improvement

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead and manage continuous improvement systems and processes for at least one organisation or work area.

In the course of the above, the candidate must:

- address organisational sustainability requirements
- incorporate mentoring, coaching and other support to enable individuals to participate in continuous improvement processes
- capture progress, insights and experiences using established knowledge management systems
- encourage participation in decision making processes and ideas for continuous improvement.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- systems and processes facilitating continuous improvement
- common decision-making processes
- organisational policies and procedures relating to digital systems, decision-making processes and continuous improvement systems
- business systems and requirements, including:
 - knowledge management
 - quality
 - sustainability
 - performance management.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence
- organisational policies and procedures relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSTR802 Lead strategic planning processes for an organisation

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to lead the development of high-level strategic plans that serve the vision and mission of an organisation. It addresses analysing the environment, identifying risks and opportunities, planning staffing requirements, succession planning, and establishing and monitoring financial and non-financial performance indicators. Leadership skills are applied in order to engage people with the organisation's vision and goals and in developing and implementing the plan.

The unit applies to senior managers and business owners who use cognitive and creative skills to review, critically analyse, consolidate and synthesise knowledge, in order to generate ideas and provide solutions to complex problems. They use communication skills to demonstrate their understanding of theoretical concepts and to transfer knowledge and ideas to others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Analyse environment | 1.1 Identify organisational vision, mission and values 1.2 Identify, gather and analyse relevant organisational data according to organisational policies and procedures 1.3 Identify stakeholders and resources required to develop and review strategic plan |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | <p>1.4 Conduct strengths, weaknesses, opportunities and threats (SWOT) analysis and determine and define strengths, weaknesses, opportunities and threats</p> <p>1.5 Review current strategic plan and identify gaps, and improvement needs and opportunities</p> <p>1.6 Conduct political, economic, social and technological (PEST) analysis and identify opportunities and threats due to political, economic, social and technological forces</p> <p>1.7 Research global environment and market, and identify trends, best practice, risks and opportunities</p> <p>1.8 Assess organisational and global markets' current and future demands</p> <p>1.9 Identify barriers to organisational goals and consult with relevant stakeholders to determine strategies to overcome barriers</p> |
| 2. Determine direction of strategic plan | <p>2.1 Establish communication processes that inform and support relevant team members</p> <p>2.2 Consult with relevant stakeholders to determine parameters for planning process</p> <p>2.3 Assign actions to relevant staff for developing planning process and direction of strategic plan</p> <p>2.4 Develop planning process and direction of strategic plan</p> <p>2.5 Establish organisational goals and priorities</p> <p>2.6 Determine financial forecast and budgets</p> <p>2.7 Seek feedback from stakeholders on direction of strategic plan and established organisational goals and priorities</p> <p>2.8 Develop strategy map and identify gaps for improvement in direction of strategic plan</p> <p>2.9 Make changes according to feedback received and identified improvements</p> |
| 3. Develop and execute strategic plan | <p>3.1 Determine and set key performance indicators, budget and timeline</p> <p>3.2 Develop annual operational plan to facilitate implementation of long-term strategic plan</p> <p>3.3 Plan human resource development and succession strategies that confirm long-term business viability</p> <p>3.4 Initiate strategies to skill own workforce to implement the strategic plan</p> <p>3.5 Present recommendations to key stakeholders for feedback and make changes to strategic plan according to feedback received</p> <p>3.6 Communicate with stakeholders and assign responsibilities</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|--------------------------------------|--|
| | 3.7 Assist stakeholders to implement strategies |
| 4. Monitor and review strategic plan | 4.1 Develop knowledge management systems to capture team progress, insights, experiences and learnings 4.2 Monitor financial and non-financial performance indicators 4.3 Monitor progress against timeline and key performance indicators 4.4 Identify progress that has not been made according to timeline and key performance indicators and communicate with relevant stakeholders to identify required actions 4.5 Seek feedback from relevant stakeholders on strategies and document feedback received for future development of strategic plans |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|-------------------------|--|
| Reading | <ul style="list-style-type: none"> • Sources, evaluates and critiques ideas and information from a range of complex texts to assist with strategic decisions • Reviews texts to determine whether required outcomes have been met |
| Writing | <ul style="list-style-type: none"> • Develops or reviews complex texts according to organisational requirements to convey strategy, context and intent |
| Oral communication | <ul style="list-style-type: none"> • Leads discussions using active listening and questioning to seek the views and opinions of others |
| Numeracy | <ul style="list-style-type: none"> • Develops budgets and plans using mathematical processes to calculate costs, timeframes and resources |
| Problem solving | <ul style="list-style-type: none"> • Develops and implements strategies to ensure organisational goals are achieved • Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals • Systematically gathers and analyses all relevant information and evaluates options in order to inform strategic decisions or solve problems |
| Planning and organising | <ul style="list-style-type: none"> • Leads planning processes according to organisational goals |

| SKILL | DESCRIPTION |
|---------------------------|--|
| Initiative and enterprise | <ul style="list-style-type: none"> Monitors results against stated goals, adjusting plans and resources where necessary |
| Teamwork | <ul style="list-style-type: none"> Plays a lead role in situations requiring effective collaboration, demonstrating high-level influencing skills, focusing and shaping awareness, and engaging and motivating others |
| Self-management | <ul style="list-style-type: none"> Develops flexible plans for complex, high impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands |

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBDIV803 Develop cross cultural communication and negotiation strategies
- BSBLDR802 Lead the strategic planning process for an organisation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR802 Lead strategic planning processes for an organisation

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- facilitate planning processes to develop at least one organisation-wide strategic plan.

In the course of the above, the candidate must:

- consult with relevant stakeholders
- plan and budget for human, financial and capital resources and implement staff development and succession plans
- identify and analyse information about the organisation and its environment, including:
 - research about industry trends and practices
 - environmental and organisational scan
 - existing organisational strategic planning
 - barriers to achieving the organisational goals
- align the strategic plan to the vision, mission and key goals of the organisation
- identify key performance indicators
- implement and evaluate strategic plan, including:
 - developing tactical and operational annual plans
 - refining the plan to respond to changed conditions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- contractual requirements and implications for the business
- financial management requirements and processes of the business
- industry trends and practices of relevance to the organisation's strategic direction
- risk management processes
- methods for conducting SWOT analysis

- methods for conducting PEST analysis
- strategic and operational planning processes
- global environment and market, including:
 - trends
 - best practice
 - risks
 - opportunities
- current and future demands of organisation and global markets
- barriers to achieving goals
- communication processes
- methods to develop strategic plan
- strategy map
- key features of knowledge management systems
- key performance indicators, including financial and non-financial
- key features of annual operational plan.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational and industry information and data relevant to performance evidence
- workplace documents relevant to performance evidence, including strategic planning documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSUS201 Participate in environmentally sustainable work practices

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

It applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions, and work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify current resource use | 1.1 Identify workplace environmental and resource efficiency issues 1.2 Identify resources used in own work role 1.3 Document and measure current usage of resources using appropriate techniques 1.4 Record and file documentation measuring current usage, using |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | technology (such as software systems) where applicable 1.5 Identify and report workplace environmental hazards to appropriate personnel |
| 2. Comply with environmental regulations | 2.1 Follow workplace procedures to ensure compliance 2.2 Report breaches or potential breaches to appropriate personnel |
| 3. Seek opportunities to improve resource efficiency | 3.1 Follow organisational plans to improve environmental practices and resource efficiency 3.2 Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area 3.3 Make suggestions for improvements to workplace practices in own work area |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|----------------------|--|
| Reading | 1.1, 1.3, 2.1, 3.1 | <ul style="list-style-type: none"> Recognises and interprets textual information to establish job requirements from relevant information |
| Writing | 1.3, 1.4, 1.5, 2.2 | <ul style="list-style-type: none"> Completes documents using required formats |
| Oral Communication | 1.5, 2.2, 3.3 | <ul style="list-style-type: none"> Articulates ideas clearly and uses simple and relevant language to identify and report issues to designated person |
| Numeracy | 1.3 | <ul style="list-style-type: none"> Calculates basic metric measurements to determine resource usage |
| Navigate the world of work | 2.1 | <ul style="list-style-type: none"> Understands and adheres to legal and regulatory responsibilities related to own work |
| Interact with others | 1.5, 2.2, 3.2, 3.3 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with co-workers in range of work contexts Collaborates and cooperates with others to achieve joint outcomes |
| Get the work | 1.1-1.4, 3.1, 3.3 | <ul style="list-style-type: none"> Implements actions as per plan, taking some responsibility for sequencing and timing of tasks |

| | | |
|------|--|--|
| done | | <ul style="list-style-type: none"> • Uses main features and functions of digital tools to complete work tasks and access information • Analyses current practices to identify opportunities for improvement. |
|------|--|--|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| BSBSUS201 Participate in environmentally sustainable work practices | BSBSUS201A Participate in environmentally sustainable work practices | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSUS201 Participate in environmentally sustainable work practices

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- locate and interpret a range of environment/sustainability legislation and procedural requirements
- participate in and support discussions for an improved resource efficiency process
- identify, document and measure usage of resources
- collaborate with team members on suggestions for improving workplace practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify environmental and resource hazards/risks as well as environmental or sustainability legislation, regulations and codes of practice applicable to own role
- outline sustainability requirements in the workplace
- identify reporting channels and procedures to report breaches and potential issues
- identify where to find environmental and resource efficiency systems and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- documentation, information and resources related to workplace environmental and resource efficiency issues
- office equipment and resources
- case studies and, where possible, real situations

- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSUS511 Develop workplace policies and procedures for sustainability

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to develop and implement workplace sustainability policies and to modify the policy to suit changed circumstances.

The unit applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces. These individuals also engage with a range of relevant stakeholders and specialists.

'Sustainability' in this unit refers to a broad approach that focuses on the minimisation of an organisation's social, economic and environmental impact, as well as proactive value creation in these areas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Sustainability

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare workplace sustainability policies | 1.1 Establish scope and objectives of workplace sustainability policies 1.2 Gather information for development of sustainability policies 1.3 Analyse information and consultation insights 1.4 Develop and document sustainability policies according to organisational processes |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | 1.5 Incorporate implementation and continuous improvement processes into sustainability policies |
| 2. Implement workplace sustainability policies | 2.1 Present workplace sustainability policies and implementation processes to key stakeholders 2.2 Identify and source resources required to implement sustainability policies 2.3 Support implementation of workplace sustainability policies 2.4 Track continuous improvements in sustainability approaches using recording systems |
| 3. Review implementation of workplace sustainability policies | 3.1 Document outcomes and provide feedback to key personnel and stakeholders 3.2 Identify trends requiring remedial action to promote continuous improvement of performance 3.3 Modify sustainability policies to incorporate improvements |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|---------------------------|--|
| Numeracy | <ul style="list-style-type: none"> Interprets and uses mathematical equations to calculate numerical information relating to time durations and costs |
| Oral communication | <ul style="list-style-type: none"> Presents information and seeks advice using language appropriate to audience Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding |
| Reading | <ul style="list-style-type: none"> Identifies, analyses and evaluates complex textual information to determine legislative and regulatory requirements, trends and outcomes |
| Writing | <ul style="list-style-type: none"> Researches, plans and prepares documentation using format and language appropriate to context, organisational requirements and audience |
| Initiative and enterprise | <ul style="list-style-type: none"> Develops, monitors and modifies organisational policies and procedures according to legislative requirements and organisation goals |
| Teamwork | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information Plays a lead role in consulting and negotiating positive outcomes with |

| Skill | Description |
|-------------------------|---|
| | a range of stakeholders |
| Planning and organising | <ul style="list-style-type: none"> • Plans, organises and implements work activities of self and others that ensure compliance with organisational policies and procedures, and legislative requirements • Sequences and schedules complex activities, monitors implementation, and manages relevant communication • Uses systematic, analytical processes in relatively complex, situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria • Evaluates outcomes of decisions to identify opportunities for improvement |

Unit Mapping Information

Supersedes and is equivalent to BSBSUS501 Develop workplace policy and procedures for sustainability.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSUS511 Develop workplace policies and procedures for sustainability

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement workplace policies and procedures for sustainability on at least one occasion, including:
 - implementing sustainability policy and procedures into wider organisational policies and procedures
 - consulting and communicating with relevant stakeholders to generate engagement with sustainability policy development, implementation and continuous improvement.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- Australian and international standards relating to corporate sustainability
- environmental and sustainability legislation, regulations and codes of practice applicable to organisation
- internal and external sources of information and their use in planning and developing organisational sustainability policies and procedures
- elements required for the development of organisational sustainability policies and processes including:
 - agreed outcomes of the policy and procedures
 - policy timeframes and costs
 - performance indicators
 - activities to be undertaken
 - assigned responsibilities
 - record keeping, review and improvement processes
 - common sustainability issues with organisational systems and procedures

- typical barriers to implementing policies and procedures in an organisation and possible strategies to address them.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- corporate sustainability legislation, regulations, standards and codes
- organisational documentation on sustainability and sustainable practices.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTWK502 Manage team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

The unit applies to individuals working at a managerial level who lead and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement. It will also involve using a range of problem solving and decision-making strategies.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Teamwork and Relationships

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish team performance plan | 1.1 Identify team purpose, roles, and responsibilities according to organisational and task objectives 1.2 Develop performance plans with expected outcomes, key performance indicators (KPIs) and goals for work team 1.3 Support team members in meeting expected performance outcomes |
| 2. Develop and facilitate team cohesion | 2.1 Develop strategies for facilitating team member input into planning, decision making and operational aspects of team tasks 2.2 Develop or modify policies and procedures for promoting team |

| ELEMENT | PERFORMANCE CRITERIA |
|-----------------------------|--|
| | <p>member accountability for personal work and team tasks</p> <p>2.3 Provide feedback to team members on team effort and contributions</p> <p>2.4 Develop processes for identifying and addressing issues, concerns and problems identified by team members</p> |
| 3. Facilitate teamwork | <p>3.1 Encourage team members to participate in and to take responsibility for team activities</p> <p>3.2 Support the team in identifying and resolving work performance problems</p> <p>3.3 Promote work team collaboration through individual behaviour</p> |
| 4. Liaise with stakeholders | <p>4.1 Establish and maintain open communication processes with relevant stakeholders</p> <p>4.2 Communicate information from line management to the team</p> <p>4.3 Communicate and follow-up unresolved issues, concerns and problems raised by team members with line management</p> <p>4.4 Address unresolved issues, concerns and problems raised by stakeholders</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| SKILL | DESCRIPTION |
|---------------------------|--|
| Reading | <ul style="list-style-type: none"> Analyses and interprets textual information from the organisation's policies, goals and objectives to establish team goals or to determine corrective action |
| Writing | <ul style="list-style-type: none"> Prepares workplace documentation that communicates complex information clearly and effectively |
| Oral Communication | <ul style="list-style-type: none"> Engages in discussions or provides information using appropriate vocabulary and non-verbal features Uses listening and questioning techniques to confirm understanding and to engage the audience |
| Enterprise and initiative | <ul style="list-style-type: none"> Identifies how own role contributes to broader organisational goals Modifies or develops policies and procedures to achieve organisational goals |
| Teamwork | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders Uses interpersonal skills to gain trust and confidence of team and |

| | |
|-------------------------|--|
| | <p>provides feedback to others in forms that can be understood and used</p> <ul style="list-style-type: none"> • Adapts personal communication style to build positive working relationships and to show respect for the opinions, values and particular needs of others |
| Planning and organising | <ul style="list-style-type: none"> • Develops, implements and monitors plans and processes to ensure team effectiveness • Monitors and actively supports processes and development activities to ensure the team is focused on work outcomes • Plans for unexpected outcomes and implements creative responses to overcome challenges |

Unit Mapping Information

Supersedes and is equivalent to BSBWOR502 Lead and manage team effectiveness.

Supersedes but is not equivalent to:

- BSBMGT520 Plan and manage the flexible workforce
- BSBWRK409 Prepare for and participate in dispute resolution.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTWK502 Manage team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage the effectiveness of at least one work team.

In the course of the above, the candidate must:

- provide feedback to encourage, value and reward others
- model desired behaviour and practices
- encourage and foster shared understanding of purpose, roles and responsibilities
- support team to meet expected performance outcomes including providing formal and informal learning opportunities as needed
- develop performance plans with key performance indicators (KPIs), outputs and goals for individuals or the team which incorporate input from stakeholders
- communicate effectively with a range of stakeholders about team performance plans and team performance
- evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- impacts of group dynamics on team performance
- methods of establishing team activities including communication processes
- strategies that can support team cohesion, participation and performance
- strategies for gaining consensus
- issue resolution strategies.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documents relevant to team task objectives.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with BSB Business Services Training Package release 1.0 |

Application

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

It applies to individuals with supervisory responsibilities for implementing and monitoring the organisation's WHS policies, procedures and programs in a work area. These individuals have a broad knowledge of WHS policies and contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the Model WHS Legislation has not been implemented RTOs are advised to contextualise the unit of competency by referring to the existing State/Territory OHS legislative requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------|--|
| <i>Elements describe the</i> | <i>Performance criteria describe the performance needed to</i> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>essential outcomes.</i> | <i>demonstrate achievement of the element.</i> |
| 1. Provide information to the work team about WHS policies and procedures | 1.1 Accurately explain to the work team relevant provisions of WHS Acts, regulations and codes of practice 1.2 Provide information about the organisation's WHS policies, procedures and programs, and ensure it is readily accessible to, and understandable by the work team 1.3 Regularly provide and clearly explain to the work team information about identified hazards and the outcomes of risk assessment and control |
| 2. Implement and monitor participation arrangements for managing WHS | 2.1 Communicate to workplace parties the importance of effective consultation mechanisms in managing health and safety risks in the workplace 2.2 Apply consultation procedures to facilitate participation of the work team in managing work area hazards 2.3 Promptly deal with issues raised through consultation, according to organisational consultation procedures and WHS legislative and regulatory requirements 2.4 Promptly record and communicate to the work team the outcomes of consultation over WHS issues |
| 3. Implement and monitor organisational procedures for providing WHS training | 3.1 Identify WHS training needs according to organisational requirements and WHS legislative and regulatory requirements 3.2 Make arrangements to meet WHS training needs of team members in consultation with relevant individuals 3.3 Provide workplace learning opportunities and coaching and mentoring assistance to facilitate team and individual achievement of identified WHS training needs 3.4 Identify and report to management the costs associated with providing training for work team, for inclusion in financial and management plans |
| 4. Implement and monitor organisational procedures and legal requirements for identifying hazards and assessing and controlling risks | 4.1 Identify and report on hazards in work area according to WHS policies and procedures and WHS legislative and regulatory requirements 4.2 Promptly action team member hazard reports according to organisational procedures and WHS legislative and regulatory requirements 4.3 Implement procedures to control risks using the hierarchy of control, according to organisational and WHS legislative requirements |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>4.4 Identify and report inadequacies in existing risk controls according to hierarchy of control and WHS legislative requirements</p> <p>4.5 Monitor outcomes of reports on inadequacies, where appropriate, to ensure a prompt organisational response</p> |
| 5. Implement and monitor organisational procedures for maintaining WHS records for the team | <p>5.1 Accurately complete and maintain WHS records of incidents of occupational injury and disease in work area, according to WHS policies, procedures and legislative requirements</p> <p>5.2 Use aggregate information and data from work area records to identify hazards and monitor risk control procedures in work area</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|---|
| Reading | 1.1-1.3, 5.2 | <ul style="list-style-type: none"> Interprets and analyses complex WHS legislative and organisational texts |
| Writing | 1.1-1.3, 2.3, 2.4, 3.1, 3.2, 3.4, 4.1, 4.4, 5.1 | <ul style="list-style-type: none"> Documents WHS legislative and organisational information using structure, layout and language suitable for audience Records WHS issues and actions taken according to reporting requirements Prepares and maintains required records using appropriate structure and vocabulary |
| Oral communication | 1.1-1.3, 2.1, 2.4, 3.2, 3.3, 4.1, 4.4 | <ul style="list-style-type: none"> Provides WHS legislative and organisational information and advice using structure and language suitable for audience |
| Numeracy | 3.4, 5.2 | <ul style="list-style-type: none"> Extracts, interprets and comprehends mathematical information in relation to training costs and risk management data |
| Navigate the world of work | 1.1,1.2, 2.3, 3.1, 4.1-4.5, 5.1 | <ul style="list-style-type: none"> Takes responsibility for adherence to legal and regulatory responsibilities and organisational policies and procedures in relation to WHS Keeps up to date on changes to WHS legislation or regulations and organisational policies and procedures |
| Interact with | 2.2, 3.2, 3.3 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols to facilitate consultation or provide feedback |

| | | |
|-------------------|-----------------------------|---|
| others | | <ul style="list-style-type: none"> • Initiates and contributes to facilitating consultative role, responding, explaining, clarifying and expanding on ideas and information as required • Collaborates with others to achieve individual and team outcomes |
| Get the work done | 2.2, 3.2, 3.3, 4.1-4.5, 5.1 | <ul style="list-style-type: none"> • Uses combination of formal, logical planning and intuitive understanding of context to identify relevant information and risks, and identify and evaluate alternative strategies • Uses formal decision-making processes, setting or clarifying goals, gathering information and identifying and evaluating choices against a set of criteria • Recognises and takes responsibility for reporting WHS risk control inadequacies • Uses formal and informal processes to monitor implementations of WHS solutions and reflect on outcomes |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|--|--------------------|
| BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements | BSBWHS401A Implement and monitor WHS policies, procedures and programs to meet legislative requirements | Updated to meet Standards for Training Packages Minor edits to clarify intent of performance criteria | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- explain clearly and accurately to work team the relevant work health and safety (WHS) information including:
 - WHS legislative and organisational requirements
 - identified hazards and outcomes of risk assessment and control
- ensure that the team has access to information about WHS policies, procedures and programs in appropriate structure and language
- implement and monitor procedures according to organisational and legislative WHS requirements including:
 - consultation and communications to enable team members to participate in managing WHS risks and hazards
 - identifying WHS training needs and providing learning opportunities, coaching and mentoring as appropriate to needs
 - identifying, reporting and taking action on WHS hazards and risks
 - identifying and reporting inadequacies in existing risk controls and monitoring outcomes to ensure a prompt organisational response
 - reporting on the cost of WHS training
 - keeping WHS records
 - analysing aggregate WHS data to identify hazards and monitor risk control procedures in work area.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the legal responsibilities and duties of managers, supervisors, persons conducting businesses or undertakings (PCBUs) and workers in relation to WHS risk management in the workplace
- identify key provisions of relevant WHS Acts, regulations and codes of practice that apply to the business and outline how they apply in the work area
- explain organisational policies and procedures relating to hazard identification, risk management, fire, emergency and evacuation, incident investigation and reporting
- explain the importance of effective consultation mechanisms in managing health and safety risks in the workplace
- explain how the hierarchy of control applies in the work area.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals carrying out work health and safety duties in the workplace and include access to:

- an actual workplace or simulated environment
- workplace equipment and resources
- examples of documents relating to workplace safety, hazard identification and risk assessment
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS411 Implement and monitor WHS policies, procedures and programs

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

The unit applies to those with supervisory responsibilities in a work area who have a broad knowledge of WHS policies and contribute well-developed skills in creating solutions to problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Provide information to work team about WHS policies and procedures | 1.1 Identify and communicate relevant provisions about WHS laws to work team 1.2 Provide information about organisation's WHS policies, procedures and programs, and ensure it is readily accessible to work team 1.3 Communicate information about identified hazards and outcomes of risk assessment and control to work team |
| 2. Implement and monitor work team consultative arrangements for managing WHS | 2.1 Communicate importance of consultation mechanisms in managing WHS risks to work team 2.2 Apply consultation mechanisms to facilitate work team participation in managing work area hazards, according to organisational policies and procedures 2.3 Contribute to managing issues raised through consultation mechanisms, according to organisational consultation procedures and WHS legislative requirements 2.4 Communicate outcomes of consultation about WHS issues to work team |
| 3. Implement and monitor organisational procedures for providing WHS training to work team | 3.1 Identify and document team WHS training needs according to organisational requirements and WHS laws 3.2 Make arrangements to meet WHS training needs of team members in consultation with relevant stakeholders 3.3 Provide workplace learning opportunities to facilitate team and individual achievement of identified WHS training needs |
| 4. Implement and monitor organisational procedures and legal requirements for identifying hazards, and assessing and controlling risks | 4.1 Identify and report on hazards in work area according to organisational policies and procedures, and WHS legislative requirements 4.2 Contribute to managing and implementing hazard reports according to organisational policies and procedures, and WHS legislative requirements 4.3 Implement procedures to control risks using the hierarchy of control measures according to organisational policies and procedures, and WHS legislative requirements 4.4 Identify and report inadequacies in existing risk controls according to the hierarchy of control measures, and WHS legislative requirements 4.5 Monitor outcomes of reports on inadequacies, as required, to ensure prompt organisational response |

| ELEMENTS | PERFORMANCE CRITERIA |
|--|--|
| 5. Implement and monitor organisational procedures for maintaining WHS records | <p>5.1 Complete and maintain WHS incident records of occupational injury and disease in work area according to organisational policies and procedures, and WHS legislative requirements</p> <p>5.2 Use aggregate information and data from work area records to meet organisational recordkeeping requirements</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|----------------------------|--|
| Reading | <ul style="list-style-type: none"> Interprets and analyses WHS laws and organisational texts |
| Writing | <ul style="list-style-type: none"> Documents organisational WHS policies, procedures and programs according to WHS laws, using structure, layout and language suitable for audience Records WHS issues and actions taken according to reporting requirements Prepares and maintains required records using appropriate structure and vocabulary |
| Oral communication | <ul style="list-style-type: none"> Provides WHS organisational information and advice using structure and language suitable for audience Uses questioning and active listening to clarify understanding |
| Navigate the world of work | <ul style="list-style-type: none"> Adheres to legal and regulatory responsibilities, and organisational policies and procedures in relation to own WHS role and responsibilities Keeps up to date on changes to WHS laws, and related organisational policies and procedures relevant to own role |
| Interact with others | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols to facilitate consultation and provide feedback Initiates and contributes to facilitating consultative role: responding, explaining, clarifying and expanding on ideas and information as required Collaborates with others to achieve individual team member and team outcomes |
| Get the work done | <ul style="list-style-type: none"> Uses combination of logical planning and intuitive understanding of context to identify relevant information and risks, and to identify and evaluate alternative strategies Uses decision-making processes: sets and clarifies goals, gathers |

| Skill | Description |
|-------|---|
| | <p>information, and identifies and evaluates choices against a set of criteria</p> <ul style="list-style-type: none">• Takes responsibility for reporting WHS risk control inadequacies• Uses processes to monitor implementation of WHS organisational procedures |

Unit Mapping Information

Supersedes and is equivalent to BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS411 Implement and monitor WHS policies, procedures and programs

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- implement and monitor the work health and safety (WHS) policies, procedures and programs for one work area in an organisation.

During the above, the candidate must:

- explain relevant WHS information clearly and accurately to work team
- provide work team with access to WHS policies, procedures and programs in appropriate structure and language
- implement and monitor procedures, according to WHS legislative and organisational requirements, for:
 - consultation on and communication about WHS hazards and risks
 - WHS training needs and learning opportunities
 - WHS records
 - using WHS aggregate data relating to hazards and risk control.

Knowledge Evidence

The candidate must demonstrate the knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- key provisions of commonwealth and state/territory WHS laws that apply to the business, and procedures for their application in the work area
- organisational policies and procedures for:
 - consulting during WHS issue management
 - identifying hazards and managing risks, including using aggregate information and work area data
 - incident response, investigation and reporting

- legal responsibilities and duties of managers, supervisors, persons conducting a business or undertaking (PCBUs) and workers in relation to WHS risk management in the workplace
- procedures for assessing implications of near misses in relation to incidents, injuries and illnesses in the work area
- effective consultation mechanisms in managing health and safety risks in the workplace
- features of effective workplace learning opportunities, including coaching and mentoring assistance that facilitates team and individual achievement of WHS training needs
- key principles and components of the hierarchy of control measures
- procedures for applying the hierarchy of control measures in own work area.

Assessment Conditions

Assessment must comply with WHS laws, legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- actual workplace or simulated environment
- workplace equipment and resources
- examples of documents about workplace safety, hazard identification and risk assessment
- WHS laws and organisational documentation required to demonstrate the performance evidence
- opportunities for interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS521 Ensure a safe workplace for a work area

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 5.0. |

Application

This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

The unit applies to those working in a range of contexts who have, or are likely to have, responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS laws, for example persons conducting a business or undertaking (PCBUs) or officers, as defined by WHS laws.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.

2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|----------|----------------------|
|----------|----------------------|

| ELEMENTS | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish a WHS management system in a work area | <p>1.1 Locate, adapt, adopt and communicate WHS policies that define the organisation's commitment to complying with WHS laws</p> <p>1.2 Identify duty holders and define WHS responsibilities for all workplace personnel in the work area according to WHS laws, policies, procedures and programs</p> <p>1.3 Identify and approve financial and human resources required by the WHS management system (WHSMS) according to organisational procedures</p> |
| 2. Establish and maintain effective and compliant consultative arrangements for managing WHS in a work area | <p>2.1 Work with required personnel to set up and maintain consultative arrangements according to required WHS laws</p> <p>2.2 Resolve issues raised through participation and consultation arrangements according to required WHS laws and organisational protocols</p> <p>2.3 Provide information about consultation and participation outcomes to required personnel according to organisational policies and procedures</p> |
| 3. Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in work area | <p>3.1 Develop procedures for ongoing hazard identification, and assessment and control of associated risks</p> <p>3.2 Include hazard identification at the planning, design and evaluation stages of any workplace change to ensure that new hazards are not created by proposed changes and existing hazards are controlled</p> <p>3.3 Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control measures and WHS legislative requirements</p> <p>3.4 Identify inadequacies in existing risk controls according to the hierarchy of control measures and WHS legislative requirements, and promptly provide resources to enable implementation of new measures</p> <p>3.5 Identify requirements for expert WHS advice, and request this advice as required, according to organisational procedures</p> |
| 4. Evaluate and maintain a work area WHS management system | 4.1 Develop and provide a WHS induction and training program for required personnel in a work area as part of |

| ELEMENTS | PERFORMANCE CRITERIA |
|----------|--|
| (WHSMS) | <p>organisation's training program</p> <p>4.2 Use a system for WHS recordkeeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for decisions</p> <p>4.3 Measure and evaluate the WHSMS according to organisation's quality systems framework</p> <p>4.4 Develop and implement improvements to WHSMS to achieve organisational WHS objectives according to organisational procedures</p> <p>4.5 Ensure compliance with WHS legislative framework to achieve, as a minimum, WHS legal requirements</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|----------------------------|---|
| Reading | <ul style="list-style-type: none"> Organises, evaluates and critiques ideas and information from WHS laws, policies, procedures and programs |
| Writing | <ul style="list-style-type: none"> Produces WHS policies, procedures and programs using appropriate vocabulary, grammatical structure and conventions Records WHS decisions according to organisational requirements |
| Oral communication | <ul style="list-style-type: none"> Presents and seeks information from others using structure and language suitable for the audience Provides information about WHS policies and procedures and on resolution of WHS issues, varying the level of technical vocabulary to suit the audience |
| Numeracy | <ul style="list-style-type: none"> Selects from, and applies, an expanding range of mathematical and problem-solving strategies in identifying financial and human resources required to support WHS requirements |
| Navigate the world of work | <ul style="list-style-type: none"> Monitors adherence to legal and regulatory rights and responsibilities for self and others in relation to WHS Develops, implements and reviews WHS-related policies, procedures and processes according to legislative and organisational requirements |
| Interact with others | <ul style="list-style-type: none"> Plays a lead role in situations requiring effective collaboration, demonstrating the ability to guide discussions and negotiate |

| Skill | Description |
|-------------------|--|
| | agreeable outcomes <ul style="list-style-type: none"> • Provides feedback to others in forms they can understand and use |
| Get the work done | <ul style="list-style-type: none"> • Develops plans or processes to manage relatively complex WHS management tasks, with an awareness of how they contribute to operational and strategic goals • Uses systematic and analytical processes, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria • Considers whether, and how, others should be involved, using consultative or collaborative processes as an integral part of the decision-making process • Uses digital systems and tools to enter, store and retrieve relevant information |

Unit Mapping Information

Supersedes and is equivalent to BSBWHS501 Ensure a safe workplace.

Links

Companion Volume Implementation Guides are available from VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS521 Ensure a safe workplace for a work area

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 5.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- establish, implement, maintain and evaluate one work health and safety management system (WHSMS) for a work area of an organisation that complies with WHS laws, and organisational policies and procedures.

During the above, the candidate must:

- establish, implement, maintain and evaluate effective and compliant consultative arrangements for managing WHS, including:
 - identifying duty holders
 - identifying and approving required resources
 - developing and implementing a training program
- establish, implement, maintain and evaluate procedures for effectively identifying hazards, and assessing and controlling risks using the hierarchy of control measures.
-

Knowledge Evidence

The candidate must demonstrate the knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- details of relevant WHS laws relating to ensuring a safe workplace
- WHS organisational policies, procedures, programs and practices required for the performance evidence
- hazard identification and risk-management processes
- key principles, uses and components of the hierarchy of control measures and procedures for applying it in the workplace
- organisational and WHS legislative reporting requirements.
-

Assessment Conditions

Assessment must comply with WHS laws, legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- organisational WHS policies and procedures required to demonstrate the performance evidence
- WHS laws required to demonstrate the performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWOR301 Organise personal work priorities and development

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to organise own work schedules, to monitor and obtain feedback on work performance and to maintain required levels of competence.

This unit applies to individuals who exercise discretion and judgement and apply a broad range of competencies in various work contexts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Organise and complete own work schedule | 1.1 Ensure that work goals, objectives or Key Performance Indicators (KPIs) are understood, negotiated and agreed in accordance with organisational requirements 1.2 Assess and prioritise workload to ensure tasks are completed within identified timeframes 1.3 Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans 1.4 Use business technology efficiently and effectively to manage |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | and monitor scheduling and completion of tasks |
| 2. Monitor own work performance | <p>2.1 Accurately monitor and adjust personal work performance through self assessment to ensure achievement of tasks and compliance with legislation and work processes or KPIs</p> <p>2.2 Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirements</p> <p>2.3 Routinely identify and report on variations in the quality of products and services according to organisational requirements</p> <p>2.4 Identify signs of stress and effects on personal wellbeing</p> <p>2.5 Identify sources of stress and access appropriate supports and resolution strategies</p> |
| 3. Co-ordinate personal skill development and learning | <p>3.1 Identify personal learning and professional development needs and skill gaps using self assessment and advice from colleagues and clients in relation to role and organisational requirements</p> <p>3.2 Identify, prioritise and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel</p> <p>3.3 Access, complete and record professional development opportunities to facilitate continuous learning and career development</p> <p>3.4 Incorporate formal and informal feedback into review of further learning needs</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------|----------------------|---|
| Learning | 3.1-3.4 | <ul style="list-style-type: none"> Employs a range of approaches and investigative techniques to source the knowledge necessary to arrange personal learning experiences |
| Reading | 1.1, 1.2, 2.1 | <ul style="list-style-type: none"> Interprets textual information to determine organisation's procedures, own work performance and objectives |

| | | |
|----------------------|------------------------------|---|
| Writing | 1.3, 1.4, 2.3, 3.1, 3.2, 3.3 | <ul style="list-style-type: none"> Prepares written reports and workplace documents that communicate information clearly and effectively |
| Oral Communication | 2.2, 2.3, 3.1, 3.2 | <ul style="list-style-type: none"> Clearly gives and receives feedback using specific and relevant language Uses listening and questioning techniques to confirm understanding |
| Numeracy | 1.1, 1.3 | <ul style="list-style-type: none"> Understands responsibilities and scope of role and complies with organisational policies, procedures and protocols |
| Interact with others | 1.1, 2.2, 2.3, 3.1, 3.2 | <ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role Fosters and nurtures a culture of constructive and respectful feedback Proactively collaborates with others to achieve specific goals |
| Get the work done | 1.2, 1.3, 1.4, 2.4, 2.5, 3.2 | <ul style="list-style-type: none"> Plans and organises work commitments to ensure deadlines and objectives are met Uses formal analytical thinking techniques to recognise and respond to routine problems Uses digital systems and tools to enter, store and monitor information |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| BSBWOR301 Organise personal work priorities and development | BSBWOR301B Organise personal work priorities and development | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWOR301 Organise personal work priorities and development

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- prepare a work plan according to organisational requirements and work objectives
- use business technology to schedule, prioritise and monitor completion of tasks in a work plan
- assess and prioritise own work load and deal with contingencies
- monitor and assess personal performance against job role requirements by seeking feedback from colleagues and clients
- identify personal development needs and access, complete and record skill development and learning.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline key provisions of legislation that relate to own work role
- describe goals, objectives or key performance indicators of own work role
- explain ways to elicit, analyse and interpret feedback when communicating with other people in the workplace
- explain the principles and techniques of goal setting, measuring performance, time management and personal assessment of learning and development needs
- explain signs and sources of stress and strategies to deal with stress in the workplace
- identify methods to identify and prioritise personal learning needs.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- office equipment and resources
- work schedules and performance improvement plans
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWOR502 Lead and manage team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Application

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish team performance plan | <p>1.1 Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives</p> <p>1.2 Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team</p> <p>1.3 Support team members in meeting expected performance</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | outcomes |
| 2. Develop and facilitate team cohesion | <p>2.1 Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team</p> <p>2.2 Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities</p> <p>2.3 Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</p> <p>2.4 Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed</p> |
| 3. Facilitate teamwork | <p>3.1 Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes</p> <p>3.2 Support the team in identifying and resolving work performance problems</p> <p>3.3 Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders</p> |
| 4. Liaise with stakeholders | <p>4.1 Establish and maintain open communication processes with all stakeholders</p> <p>4.2 Communicate information from line manager/management to the team</p> <p>4.3 Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders</p> <p>4.4 Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
| | | |

| | | |
|----------------------------|--|--|
| Reading | 1.1, 4.4 | <ul style="list-style-type: none"> Analyses and interprets textual information from the organisation's policies, goals and objectives to establish team goals or to determine corrective action |
| Writing | 1.2, 2.1, 2.2, 2.4, 4.2, 4.3, 4.4 | <ul style="list-style-type: none"> Prepares written reports and workplace documentation that communicate complex information clearly and effectively |
| Oral Communication | 1.1, 2.3, 3.1, 4.1, 4.2, 4.3 | <ul style="list-style-type: none"> Engages in discussions or provides information using appropriate vocabulary and non-verbal features Uses listening and questioning techniques to confirm understanding and to engage the audience |
| Navigate the world of work | 1.1, 2.1, 2.2, 3.3 | <ul style="list-style-type: none"> Understands how own role contributes to broader organisational goals Modifies or develops policies and procedures to achieve organisational goals |
| Interact with others | 1.1, 1.3, 2.2, 2.3, 3.1, 3.2, 4.2, 4.3 | <ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders Uses interpersonal skills to gain trust and confidence of team and provides feedback to others in forms that they can understand and use Adapts personal communication style to build positive working relationships and to show respect for the opinions, values and particular needs of others Plays a lead role in situations requiring effective collaboration, demonstrating high level conflict resolution skills and ability to engage and motivate others |
| Get the work done | 1.2, 2.1, 2.2, 2.4, 3.2, 4.1, 4.3, 4.4 | <ul style="list-style-type: none"> Develops, implements and monitors plans and processes to ensure team effectiveness Monitors and actively supports processes and development activities to ensure the team is focused on work outcomes Plans for unexpected outcomes and implements creative responses to overcome challenges |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|--------------------------------------|---|--------------------|
| BSBWOR502 Lead and manage team effectiveness | BSBWOR502B Ensure team effectiveness | Updated to meet Standards for Training Packages | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|-----------------|---------------------------|
| | | Title change | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWOR502 Lead and manage team effectiveness

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- use leadership techniques and strategies to facilitate team cohesion and work outcomes including:
 - encouraging and fostering shared understanding of purpose, roles and responsibilities
 - identifying and resolving problems
 - providing feedback to encourage, value and reward others
 - modelling desired behaviour and practices
- develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities
- establish processes to address issues and resolve performance issues
- support team to meet expected performance outcomes including providing formal and informal learning opportunities as needed
- develop performance plans with key performance indicators (KPIs), outputs and goals for individuals or the team which incorporate input from stakeholders
- communicate effectively with a range of stakeholders about team performance plans and team performance
- facilitate two-way flow of information between team and management relevant to team performance
- evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how group dynamics can support or hinder team performance

- outline strategies that can support team cohesion, participation and performance
- explain strategies for gaining consensus
- explain issue resolution strategies.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- workplace documents
- case studies and, where possible, real situations
- office equipment and resources
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBXTW301 Work in a team

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This version first released with BSB Business Services Training Package Version 5.0. Version created to rectify typographical error |
| Release 1 | This version first released with BSB Business Services Training Package Version 4.0. |

Application

This unit describes the skills and knowledge required to work effectively as part of permanent or project based teams in a workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the teamwork skills required for workers with limited responsibility for others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

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. Identify individual work tasks within a team | 1.1 Identify own responsibilities according to organisational policies and procedures 1.2 Identify own role and task requirements within team 1.3 Articulate team structure and roles of other team members 1.4 Plan and prioritise own tasks according to given time frames and |

| | |
|--|--|
| | team requirements |
| 2. Contribute effectively to team goals | <p>2.1 Identify team goals and own responsibilities relevant to achieving team goals</p> <p>2.2 Contribute ideas and information in team planning discussions</p> <p>2.3 Share knowledge and skills with team members to enable effective teamwork and seek or offer support as required</p> |
| 3. Work effectively with team members | <p>3.1 Communicate clearly and respectfully with team members, considering the needs of those from diverse backgrounds and roles</p> <p>3.2 Collaborate effectively with team members, including those who are working remotely on workplace issues</p> <p>3.3 Seek and provide assistance and feedback to team members where appropriate</p> |
| 4. Communicate effectively with team leaders | <p>4.1 Receive and confirm understanding of task instructions or directions</p> <p>4.2 Communicate personal commitments in a timely manner</p> <p>4.3 Identify and report any issues preventing the completion of workplace tasks, according to organisational requirements</p> <p>4.4 Seek and act upon feedback to improve personal performance and/or behaviour</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| Skill | Description |
|----------------------|--|
| Interact with others | <ul style="list-style-type: none"> • Uses appropriate communication practices when communicating with others • Cooperates and collaborates with team members |
| Get the work done | <ul style="list-style-type: none"> • Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration, seeking assistance in setting priorities • Uses digital technology to find, record or communicate information |

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guides are available from VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXTW301 Work in a team

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This version first released with BSB Business Services Training Package Version 5.0. Version created to rectify typographical error |
| Release 1 | This version first released with BSB Business Services Training Package Version 4.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including on at least one occasion, evidence of the ability to:

- identify individual and team roles and responsibilities
- plan assigned tasks according to priorities and deadlines, and in accordance with organisational requirements
- contribute to achievement of team goals
- share knowledge, ideas and problems with team members
- act on feedback in a constructive manner
- collaborate with a remote team member on a workplace issue.
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational requirements relevant to working in a workplace team:
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- typical compositions of workplace teams, and the roles and responsibilities of team members within organisations
- techniques for giving and receiving feedback in a constructive manner
- methods to support team members
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities

- methods and tools to work with others remotely:
 - collaboration via phone or mobile
 - collaboration via video conference
 - collaboration via other digital tools or software
- issues that may impact team performance and outcomes
- techniques to collaborate effectively with those working remotely.
-

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

CPPSEC3121 Control persons using empty hand techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to control persons using empty hand techniques.

It includes:

- identifying threats posed by persons presenting a risk to the safety of self or others and assessing response and withdrawal options
- negotiating with subjects to defuse conflict and give spoken warnings and directions
- applying recognised empty hand techniques using the minimum amount of force necessary to remove the immediate threat while avoiding vital areas of the body and without harming subjects
- isolating subjects at a safe distance from members of the public and monitoring their wellbeing and safety.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

| | |
|-----------------------|--|
| Elements describe the | Performance criteria describe what needs to be done to |
|-----------------------|--|

| | |
|---|---|
| essential outcomes. | demonstrate achievement of the element. |
| 1. Assess need to use empty hand techniques and response options. | <p>1.1 Review workplace procedures and policies including WHS to ensure compliance with legal rights and responsibilities when using empty hand techniques for security work.</p> <p>1.2 Identify subject of threat and continually observe and anticipate movement and aggression.</p> <p>1.3 Ensure stance and distance from subject maximises range of defensive options and tactical advantages in physical contact.</p> <p>1.4 Assess alternative response and withdrawal options for viability and incorporate defensive options into selected response.</p> <p>1.5 Check and confirm personal safety needs and identify available escape routes.</p> |
| 2. Apply defensive empty hand techniques. | <p>2.1 Use interpersonal techniques to exchange information with the subject and give spoken warnings and directions.</p> <p>2.2 Use empty hand techniques and ensure that grip on subject is secure, firm and applied using level of force proportionate to the threat context.</p> <p>2.3 Quickly apply holds to appropriate areas of the body in a safe manner.</p> <p>2.4 Anticipate strikes and blows from subject and adopt, parry or block positioning.</p> <p>2.5 Limit contact with subject to the minimum necessary to remove immediate threat, and use lower force options immediately when threat decreases or ceases.</p> |
| 3. Restrain and isolate subject. | <p>3.1 Isolate and contain subject at a safe distance from members of the public, and minimise opportunities for escape.</p> <p>3.2 Identify situations requiring specialist assistance and seek assistance or advice from relevant persons using communication equipment.</p> <p>3.3 Escort subject from the incident scene to a secure location and monitor their wellbeing and safety.</p> <p>3.4 Use communication equipment to report incident details and subject location to relevant persons.</p> |
| 4. Finalise and evaluate response. | <p>4.1 Review and evaluate effectiveness of response against incident circumstances and observations, in consultation with relevant persons.</p> <p>4.2 Identify improvements to future security response procedures using defensive techniques.</p> <p>4.3 Complete incident report and securely maintain</p> |

| | |
|--|---|
| | documentation in accordance with workplace requirements. 4.4 Recognise effects of stress and manage own well-being using stress management techniques. |
|--|---|

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice in a form that is preferred and understood by the receiver and that engages minority groups
- writing skills to:
 - record and describe incident observations and actions taken
 - complete routine reports and forms
- reading skills to interpret and follow workplace procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
 - use questions and active listening to exchange and understand information with subject
 - control tone of voice when negotiating with the subject
 - give clear and succinct spoken warnings and directions when negotiating with the subject
 - use a radio to give clear and sequenced information to emergency services personnel when requesting assistance and reporting incident details
- numeracy skills to estimate safe distances when engaging with and isolating subject
- problem solving skills to:
 - formulate response options to match nature of risk
 - apply empty hand techniques that avoid vital areas of the body
 - recognise security risk situations requiring specialist assistance
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSEC3121 Control persons using empty hand techniques

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3013A Control persons using empty hand techniques.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must control persons using empty hand techniques in three different threat situations, and in each situation, demonstrating:

- correct techniques for body safety and body positioning:
 - bladed stance
 - interview stance
 - defensive stance
- correct application of defensive techniques:
 - blocking techniques
 - locking and holding techniques
 - take-down techniques.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when controlling persons using empty hand techniques:
 - anti-discrimination and diversity
 - apprehension, arrest and restraint of persons
 - duty of care
 - licensing requirements and limits of own authority
 - trespass and the removal of persons
 - use of force
 - workplace health and safety (WHS)

- approved communication terminology, call signs and radio channels used in the security industry
- basic negotiation techniques
- body safety and body positioning techniques, including:
 - bladed stance
 - interview stance
 - defensive stance
 - defensive techniques and how and when they are applied, including
 - blocking techniques
 - empty hand techniques
 - impact techniques to less-than-lethal parts of the body
 - locking and holding techniques
 - take-down techniques
- methods of restraint and associated effects, including signs and symptoms of asphyxiation
- pre-attack indicators
- procedures for collaborating with emergency services personnel to restrain and isolate subject of threat
- procedures for effecting an arrest
- process of dynamic risk assessment and how it is applied
- response options using defensive techniques that are within specified legal limits
- signs that a person may be suffering from emotional or physical distress
- signs that a person may be suffering from mental illness
- signs that a person may be under the influence of intoxicating substances
- understanding of the force model
- vital areas of the body and reasons they are to be avoided (head, neck, throat, spine, tailbone, chest, kidney and liver, clavicle and collar bone).

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to control persons using empty hand techniques
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPSEC3128 Conduct security screening using walk-through metal detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of people and personal effects using walk-through metal detection equipment. Walk-through metal detection equipment is any electronic device in an upright configuration capable of being used in a security screening environment for the detection of metal by magnetic induction as a person walks through the detection zone.

It includes:

- setting up, testing and operating the walk-through equipment
- using sensitive spoken and non-verbal communication to manage the order and flow of people through the screening point and using special screening methods for infants, children and people with specific needs
- following legal requirements and procedures associated with personal search where required
- monitoring and maintaining security and responding quickly to positive alarms.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
|---|--|
| <p>1. Prepare for screening using walk-through metal detection equipment.</p> | <p>1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when screening people and personal effects using walk-through metal detection equipment.</p> <p>1.2 Set up and test walk-through metal detection equipment following manufacturers' instructions, and rectify or report problems to relevant persons.</p> |
| <p>2. Screen people and personal effects.</p> | <p>2.1 Identify hazards and risks in the work area and implement necessary controls to maintain safety of people and property.</p> <p>2.2 Operate walk-through metal detection equipment following manufacturers' instructions.</p> <p>2.3 Direct and assist people through the screening point using interpersonal techniques and communication that accounts for individual social and cultural differences.</p> <p>2.4 Use alternate screening methods to accommodate infants, children and people with specific needs.</p> |
| <p>3. Monitor screening and respond to potential security risks.</p> | <p>3.1 Monitor people through the screening point and give spoken and non-verbal instructions to maintain an orderly flow and address causes of potential delays.</p> <p>3.2 Identify persons not consenting to be screened and take appropriate action following workplace procedures.</p> <p>3.3 Respond to positive alarms and locate and secure prohibited items following workplace procedures.</p> <p>3.4 Identify the need to conduct personal search, and clarify legal authority to search in consultation with relevant persons.</p> <p>3.5 Obtain consent for personal search, and use approved search techniques locate or confirm the absence of prohibited items.</p> <p>3.6 Where permission to search is refused, use communication equipment to immediately report situation to relevant persons.</p> <p>3.7 Monitor persons and items in the screening area to maintain situational awareness and to respond promptly to potential security risks.</p> |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
 - provide information or advice using structure and language to suit the audience and engage minority groups
 - use strategies to overcome language barriers
 - use non-verbal signals to give directions to people through the screening point
- reading skills to interpret:
 - medical cards or letters for people requiring alternate screening methods
 - procedures and policies that clarify legal rights and responsibilities
 - manufacturers' instructions and equipment labels when setting up, testing and operating walk-through metal detection equipment
- speaking and listening skills to:
 - give clear, sequenced instructions when managing flow and assisting people through the screening point
 - use a radio or phone to report risks
 - use questions to clarify understanding when receiving spoken information
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
 - identify equipment faults and malfunctions
 - recognise suspicious items and behaviours
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSEC3128 Conduct security screening using walk-through metal detection equipment

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1007A Apply walk through metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using walk-through metal detection equipment, involving, on each occasion:

- modifying the screening process to accommodate the needs of:
 - one child
 - one person who is unable to walk unassisted through the screening point
- responding to positive alarms and identifying at least two prohibited items.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using walk-through metal detection equipment:
 - anti-discrimination and diversity
 - counter terrorism
 - dangerous goods
 - duty of care
 - limits of own authority
 - personal search
 - workplace health and safety (WHS)
- current national terrorism threat level and context
- methods for screening infants, children and people with specific needs
- potential hazards, risks and security risk situations that can arise when screening people and personal effects using walk-through metal detection equipment
- procedures for obtaining permission to search

- procedures for reporting the detection of prohibited items and security risks
- procedures for responding to denied request to search
- procedures for setting up and testing walk-through metal detection equipment
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
 - definition of crowded places
 - key security issues for crowded places
 - objectives, characteristics and identification of active armed offenders
 - definition of hostile vehicles and methods of attack
 - signs of chemical weapons attack and recommended response
 - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- situations requiring personal search to be conducted
- surveillance techniques for monitoring security of the screening point
- techniques for overcoming language barriers to ensure correct information exchange
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of items that are prohibited including weapons, explosives and dangerous goods
- ways that individual and social cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using walk-through metal detection equipment
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including:

- Australia's *Strategy for Protecting Crowded Places from Terrorism*
- operational walk-through metal detection equipment and screening scenarios and items to allow achievement of the performance evidence
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPSEC3130 Conduct security screening using hand-held metal detectors

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Application

This unit specifies the skills and knowledge required to conduct security screening of people and personal effects using a hand-held metal detector. Hand-held metal detectors are portable electronic devices that can detect metal by magnetic induction while the device is passed over a person or their personal effects.

It includes:

- checking, testing and operating hand-held metal detectors following manufacturers' specifications
- using screening techniques that cover the full body and personal effects and detect sources of positive alarms
- using sensitive spoken communication to direct, position and assist people through the screening process and investigate alarm sources
- maintaining situational awareness and responding quickly to security risks.

It applies to people working independently or under limited supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
|---|---|
| 1. Prepare for screening using hand-held metal detector. | <p>1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when screening people and personal effects using a hand-held metal detector.</p> <p>1.2 Follow manufacturers' instructions to check battery, turn detector on, test for correct audible and visual signals, and rectify or report problems to relevant persons.</p> <p>1.3 Calibrate detector to correct sensitivity and volume for screening tasks.</p> |
| 2. Screen people and personal effects. | <p>2.1 Identify hazards and risks in the work area and implement necessary controls to maintain safety of people and property.</p> <p>2.2 Direct and position person at the screening point using interpersonal techniques and communication that accounts for individual social and cultural differences.</p> <p>2.3 Sweep hand-held metal detector over the body and personal items within the maximum range specified by manufacturers' instructions for the type of detector.</p> <p>2.4 Complete screening using hand-held metal detector ensuring full body and all personal effects have been scanned.</p> |
| 3. Respond to positive alarms and potential security risks. | <p>3.1 Respond to positive alarms and locate and secure prohibited items following workplace procedures.</p> <p>3.2 Where there is a positive alarm without a visible source, request assistance from the person to reveal potential alarm sources and repeat the scan until all alarms have been investigated.</p> <p>3.3 Identify situations requiring specialist assistance and report to relevant persons.</p> <p>3.4 Monitor persons and items in the screening area to maintain situational awareness and promptly respond to potential security risks.</p> |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to:
 - provide information or advice using structure and language to suit the audience and engage minority groups

- use strategies to overcome language barriers
- reading skills to interpret:
 - medical cards or letters for people requiring alternate screening methods
 - procedures and policies that clarify legal rights and responsibilities
 - manufacturers' instructions and equipment labels when checking, testing, calibrating and operating hand-held metal detectors
- speaking and listening skills to:
 - give clear, sequenced instructions when assisting people through the screening process
 - use questions to clarify understanding when receiving spoken information
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
 - identify equipment faults and malfunctions
 - find the sources of positive alarms and interference
 - recognise suspicious items and behaviours
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSEC3130 Conduct security screening using hand-held metal detectors

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1008A Apply hand-held metal detection procedures.

Updated to meet the Standards for Training Packages.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions, conduct security screening using a hand-held metal detector, involving, on each occasion:

- giving clear spoken instructions to direct the person into the correct stance and body positioning to ensure scanning of the entire body and personal effects
- responding to positive alarms and identifying at least two prohibited items.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when conducting security screening using a hand-held metal detector:
 - anti-discrimination and diversity
 - counter terrorism
 - dangerous goods
 - duty of care
 - limits of own authority
 - workplace health and safety (WHS)
- current national terrorism threat level and context
- methods for screening people and items using a hand-held metal detector including infants, children and people with specific needs
- possible causes of positive alarms and interference from the work environment
- potential hazards, risks and security risk situations that can arise when screening people and personal effects using hand-held metal detectors
- procedures for checking, testing, calibrating and operating a range of hand-held metal detectors
- procedures for reporting the detection of prohibited items and security risks

- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
 - definition of crowded places
 - key security issues for crowded places
 - objectives, characteristics and identification of active armed offenders
 - definition of hostile vehicles and methods of attack
 - signs of chemical weapons attack and recommended response
 - general features of improvised explosive devices and recommended incident response
- site emergency and evacuation plans and procedures
- situations requiring assistance when screening people and items using hand-held metal detectors
- surveillance techniques for monitoring security of the screening point
- techniques for overcoming language barriers to ensure correct information exchange
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of items that are prohibited including weapons, explosives and dangerous goods
- ways that individual and social cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to conduct security screening using a hand-held metal detector
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry including:
 - Australia's *Strategy for Protecting Crowded Places from Terrorism*
 - operational hand-held metal detectors and scenarios to enable achievement of the performance evidence

- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

HLTAID002 Provide basic emergency life support

Modification History

| Release | Comments |
|-----------|---|
| Release 4 | <p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <p>Equivalent outcome.</p> |
| Release 3 | <p>Updated mapping information. Changes to assessment requirements. Equivalent outcome.</p> |
| Release 2 | <p>Minor corrections to formatting to improve readability. Equivalent competency outcome.</p> |
| Release 1 | <p>This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria, changes to scope of unit. Changes to evidence requirements relative to revised scope of unit.</p> |

Application

This unit describes the skills and knowledge required to recognise and respond to life-threatening emergencies in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide an emergency response in a range of situations, including community and workplace settings.

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

- | | |
|---|---|
| 1. Respond to an emergency situation | 1.1 Recognise an emergency situation 1.2 Identify, assess and minimise immediate hazards to health and safety of self and others 1.3 Assess the casualty and recognise the need for first aid response 1.4 Assess the situation and seek assistance from emergency response services |
| 2. Apply appropriate first aid procedures | 2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with ARC guidelines 2.2 Provide first aid in accordance with established first aid principles 2.3 Display respectful behaviour towards casualty 2.4 Obtain consent from casualty where possible 2.5 Use available resources and equipment to make the casualty as comfortable as possible 2.6 Operate first aid equipment according to manufacturer's instructions 2.7 Monitor the casualty's condition and respond in accordance with first aid principles |
| 3. Communicate details of the incident | 3.1 Accurately convey incident details to emergency response services 3.2 Report details of incident to workplace supervisor as appropriate 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID002 Provide basic emergency life support

Modification History

| Release | Comments |
|-----------|--|
| Release 4 | Updated: <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome. |
| Release 3 | Updated mapping information. Changes to assessment requirements. Equivalent outcome. |
| Release 2 | Minor corrections to formatting to improve readability. Equivalent competency outcome. |
| Release 1 | This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. Changes to evidence requirements relative to revised scope of unit. |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- Followed DRSABCD in line with ARC guidelines, including:
 - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor

- performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- responded appropriately in the event of regurgitation or vomiting
- managed the unconscious breathing casualty
- followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
- followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least one simulated first aid scenario contextualised to the candidate's workplace/community setting, including:
 - demonstrated safe manual handling techniques
 - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
 - allergic reaction
 - anaphylaxis
 - bleeding control
 - choking and airway obstruction
 - respiratory distress, including asthma
 - shock

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
 - ARC Guidelines relevant to provision of CPR and first aid
 - safe work practices to minimise risks and potential hazards
 - Infection control principles and procedures, including use of standard precautions
 - requirements for currency of skill and knowledge
- legal, workplace and community considerations, including:
 - awareness of potential need for stress-management techniques and available support following an emergency situation
 - duty of care requirements
 - respectful behaviour towards a casualty
 - own skills and limitations
 - consent
 - privacy and confidentiality requirements
 - importance of debriefing
- considerations when providing basic emergency life support, including:
 - airway obstruction due to body position

- appropriate duration and cessation of CPR
- appropriate use of an AED
- chain of survival
- standard precautions
- principles and procedures for first aid management of the following scenarios:
 - allergic reaction
 - anaphylaxis
 - bleeding control
 - cardiac conditions, including chest pain
 - choking and airway obstruction
 - respiratory distress, including asthma
 - shock
 - stroke
- basic anatomy and physiology relating to:
 - considerations in provision of first aid for specified conditions
 - chest
 - how to recognise a person is not breathing normally
 - response/consciousness
 - upper airway and effect of positional change

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training device
- placebo bronchodilator and spacer device
- roller bandages
- triangular bandage
- workplace First Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form
- wound dressing

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

In addition hold current first aid certificate HLTAID003 or higher.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTAID003 Provide first aid

Modification History

| Release | Comments |
|-----------|---|
| Release 6 | Updated: <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome. |
| Release 5 | Updated mapping information. Changes to assessment requirements. Equivalent outcome. |
| Release 4 | Updated mapping information. Equivalent outcome. |
| Release 3 | Updated mapping information. |
| Release 2 | Minor corrections to formatting to improve readability. Equivalent competency outcome. |
| Release 1 | This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit. |

Application

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Respond to an emergency situation

- 1.1 Recognise an emergency situation
- 1.2 Identify, assess and manage immediate hazards to health and safety of self and others
- 1.3 Assess the casualty and recognise the need for first aid response
- 1.4 Assess the situation and seek assistance from emergency response services

2. Apply appropriate first aid procedures

- 2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines
- 2.2 Provide first aid in accordance with established first aid principles
- 2.3 Display respectful behaviour towards casualty
- 2.4 Obtain consent from casualty where possible
- 2.5 Use available resources and equipment to make the casualty as comfortable as possible
- 2.6 Operate first aid equipment according to manufacturer's instructions
- 2.7 Monitor the casualty's condition and respond in accordance with first aid principles

3. Communicate details of the incident

- 3.1 Accurately convey incident details to emergency response services
- 3.2 Report details of incident to workplace supervisor as appropriate
- 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

4. Evaluate the incident and own performance

4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents

4.2 Participate in debriefing to address individual needs

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID003 Provide first aid

Modification History

| Release | Comments |
|-----------|---|
| Release 6 | Updated: <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome. |
| Release 5 | Updated mapping information. Changes to assessment requirements. Equivalent outcome. |
| Release 4 | Updated mapping information. Equivalent outcome. |
| Release 3 | Updated mapping information. |
| Release 2 | Minor corrections to formatting to improve readability. Equivalent competency outcome. |
| Release 1 | This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit. |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- Followed DRSABCD in line with ARC guidelines, including:

- performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
- performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- responded appropriately in the event of regurgitation or vomiting
- managed the unconscious breathing casualty
- followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
- followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least two simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
 - conducted a visual and verbal assessment of the casualty
 - demonstrated safe manual handling techniques
 - post-incident debrief and evaluation
 - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
 - allergic reaction
 - anaphylaxis
 - bleeding control
 - choking and airway obstruction
 - envenomation, using pressure immobilisation
 - fractures, sprains and strains, using arm slings, roller bandages or other appropriate immobilisation techniques
 - respiratory distress, including asthma
 - shock

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
 - ARC Guidelines relevant to provision of CPR and first aid
 - safe work practices to minimise risks and potential hazards
 - infection control principles and procedures, including use of standard precautions
 - requirements for currency of skill and knowledge
- legal, workplace and community considerations including:
 - awareness of potential need for stress-management techniques and available support following an emergency situation
 - duty of care requirements

- respectful behaviour towards a casualty
- own skills and limitations
- consent
- privacy and confidentiality requirements
- importance of debriefing
- considerations when providing first aid including:
 - airway obstruction due to body position
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - chain of survival
 - standard precautions
 - how to conduct a visual and verbal assessment of the casualty
- principles and procedures for first aid management of the following scenarios:
 - abdominal injuries
 - allergic reaction
 - anaphylaxis
 - basic care of a wound
 - bleeding control
 - burns
 - cardiac conditions, including chest pain
 - choking and airway obstruction
 - crush injuries
 - diabetes
 - dislocations
 - drowning
 - envenomation
 - environmental impact, including hypothermia, hyperthermia, dehydration and heat stroke
 - eye and ear injuries
 - fractures
 - febrile convulsions
 - head, neck and spinal injuries
 - minor skin injuries
 - needle stick injuries
 - poisoning and toxic substances
 - respiratory distress, including asthma
 - seizures, including epilepsy
 - shock
 - soft tissue injuries, including strains and, sprains
 - stroke

- unconsciousness
- basic anatomy and physiology relating to:
 - how to recognise a person is not breathing normally
 - chest
 - response/consciousness
 - upper airway and effect of positional change
 - considerations in provision of first aid for specified conditions

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training device
- placebo bronchodilator and spacer device
- roller bandages
- triangular bandages
- workplace First Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form for written reports
- wound dressings

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTAID007 Provide advanced resuscitation

Modification History

| Release | Comments |
|-----------|---|
| Release 5 | <p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <p>Equivalent outcome.</p> |
| Release 4 | Updated mapping information. Changes to assessment requirements. Equivalent outcome. |
| Release 3 | Updated mapping information. Equivalent outcome |
| Release 2 | Updated mapping information. |
| Release 1 | <p>This version was released in HLT Health Training Package release 1.0 and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria, changes to scope of unit.</p> <p>Removal of embedded content from HLTF404C.</p> <p>Removal of analgesic gases.</p> <p>New evidence requirements for assessment.</p> <p>Removal of prerequisite unit.</p> |

Application

This unit describes the skills and knowledge required to use specialised equipment in the provision of resuscitation in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to workers who may be required to use specialised equipment to provide resuscitation in a range of complex situations, include community and workplace settings.

Specific licensing requirements relating to this competency, including requirements for refresher training, should be obtained from the relevant state/territory Work Health and Safety Regulatory Authority.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Respond to an emergency situation

- 1.1 Recognise an emergency situation
- 1.2 Identify, assess and manage immediate hazards to health and safety of self and others
- 1.3 Assess the casualty and recognise the need for advanced resuscitation response
- 1.4 Assess the situation and seek assistance from emergency response services where required

2. Perform advanced resuscitation

- 2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with ARC guidelines
- 2.2 Provide supplemental oxygen
- 2.3 Display respectful behaviour towards casualty
- 2.4 Obtain consent from casualty where possible
- 2.5 Use available resources and equipment to make the casualty as comfortable as possible
- 2.6 Monitor casualty condition and rectify issues preventing adequate treatment

3. Communicate details of the incident

- 3.1 Accurately convey incident details to emergency response services
- 3.2 Report details of incident in line with organisational policies
- 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

4. Evaluate the incident and own performance

- 4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents
- 4.2 Participate in debriefing to address individual needs
- 4.3 Check, maintain and clean equipment ready for future use

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID007 Provide advanced resuscitation

Modification History

| Release | Comments |
|-----------|---|
| Release 5 | <p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <p>Equivalent outcome.</p> |
| Release 4 | Updated mapping information. Changes to assessment requirements. Equivalent outcome. |
| Release 3 | Updated mapping information. Equivalent outcome |
| Release 2 | Updated mapping information. |
| Release 1 | <p>This version was released in HLT Health Training Package release 1.0 and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria, changes to scope of unit.</p> <p>Removal of embedded content from HLTF404C.</p> <p>Removal of analgesic gases.</p> <p>New evidence requirements for assessment.</p> <p>Removal of prerequisite unit.</p> |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

The demonstrated evidence is performed in line within state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures.

- Followed DRSABCD in line with ARC guidelines, including:
 - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
 - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
 - performed at least 2 minutes of bag-valve-mask ventilation and at least 2 minutes of compression on an adult resuscitation manikin placed on the floor
 - responded appropriately in the event of regurgitation or vomiting
 - managed the unconscious breathing casualty
 - followed the prompts of an Automated External Defibrillator (AED)
 - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
- conducted a visual and verbal secondary survey assessment of the casualty
- assessed vital signs (respirations, pulse and temperature)
- responded to at least three simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
 - demonstrated safe manual handling techniques
 - clearing the airway using a suction device
 - post-incident debrief and evaluation
 - provided an accurate verbal and written report of the incident
- selected and inserted an oropharyngeal airway adjunct
- administered oxygen to an unconscious/conscious casualty, including:
 - selected and prepared correct oxygen equipment
 - administered oxygen safely at correct flow rate
- monitored and coordinated maintenance of resuscitation equipment
 - dismantling
 - storage
 - disposal
 - cleaning and decontamination
 - checking and diagnosis of faults
- located and interpreted workplace policies and procedures
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
 - ARC guidelines relevant to provision of CPR
 - guidelines of Australian national peak clinical bodies
 - safe work practices to deal with risks and potential hazards including manual handling, hazardous substances, dangerous goods and chemicals
 - infection control principles and procedures, including use of standard precautions
 - requirements for currency of skill and knowledge
- legal, workplace or community considerations including:
 - awareness of potential need for stress-management techniques and available support following an emergency situation
 - capabilities of emergency management services
 - consent
 - duty of care requirements
 - importance of debriefing
 - legal requirements of administration of medication and the rights and responsibilities of the First Aider in the workplace regarding medication
 - own skills and limitations
 - privacy and confidentiality requirements
 - respectful behaviour towards a casualty
- considerations when performing resuscitation including:
 - airway obstruction due to body position
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - assessment and interpretation of vital signs (respirations, temperature and pulse)
 - benefits, contraindications and complications with the use of an oropharyngeal airway
 - chain of survival
 - how to conduct a visual and verbal secondary survey assessment
 - standard precautions
- considerations when providing supplementary oxygen, including:
 - benefits, contraindications and complications of providing oxygen to a casualty and of providing suction during the application of advanced resuscitation techniques
 - complications with the use of a bag-valve-mask device and suitable strategies to minimise these
 - selection and operation of oxygen masks and other appropriate delivery devices
- basic anatomy, physiology and toxicology as it relates to the provision of advanced resuscitation, including:
 - basic electrical activity associated with normal and abnormal heart rhythm
 - how to recognise a person is not breathing normally
 - relevant organs of the cardio pulmonary system and their operation

- response/level of consciousness
- upper airway and effect of positional change
- methods for cleaning, replenishing, recharging and maintaining resuscitation and oxygen equipment including:
 - actions to rectify problems
 - procedures to ensure operational readiness
 - storage, cleaning, decontamination and safe disposal of consumables
 - troubleshooting to identify minor and major faults
 -

Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- airway model suitable for insertion of an oropharyngeal airway
- Automated External Defibrillator (AED) training device.
- bag-valve-mask
- oropharyngeal airway adjunct
- oxygen resuscitation system with oxygen cylinder
- selection of oxygen masks with tubing; nasal cannula, therapy mask, resuscitation mask with oxygen port
- thermometer
- suction device
- workplace incident, injury, trauma or illness record or other appropriate workplace incident report form.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTAID011 Provide First Aid

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

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. Respond to an emergency situation.

- 1.1. Recognise and assess an emergency situation.
- 1.2. Ensure safety for self, bystanders and casualty.
- 1.3. Assess the casualty and recognise the need for first aid response.
- 1.4. Seek assistance from emergency services.

2. Apply appropriate first aid procedures.

- 2.1. Perform cardiopulmonary resuscitation (CPR) in accordance ARC guidelines.
- 2.2. Provide first aid in accordance with established first aid principles.
- 2.3. Display respectful behaviour towards casualty.
- 2.4. Obtain consent from casualty where possible.
- 2.5. Use available resources and equipment to make the casualty as comfortable as possible.
- 2.6. Operate first aid equipment according to manufacturers' instructions.
- 2.7. Monitor the casualty's condition and respond in accordance with first aid principles.

3. Communicate details of the incident.
 - 3.1. Accurately convey incident details to emergency services.
 - 3.2. Report details of incident in line with appropriate workplace or site procedures.
 - 3.3. Complete applicable workplace or site documentation, including incident report form.
 - 3.4. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
4. Review the incident.
 - 4.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required.
 - 4.2. Contribute to a review of the first aid response as required.

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and not equivalent to HLTAID003 Provide first aid

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID011 Provide First Aid

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

There must be evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed, in line with ARC guidelines, the unconscious, non-breathing adult, including:
 - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
 - following the prompts of an automated external defibrillator (AED) to deliver at least one shock
 - demonstrating a rotation of single rescuer operators with minimal interruptions to compressions
 - responding appropriately in the event of regurgitation or vomiting
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
 - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- managed casualties, with the following:
 - anaphylaxis
 - asthma
 - non-life-threatening bleeding
 - choking
 - envenomation, using pressure immobilisation
 - fractures, dislocations, sprains and strains, using appropriate immobilisation techniques
 - minor wound cleaning and dressing
 - nosebleed
 - shock

- responded to at least one simulated first aid incident contextualised to the candidate's workplace or community setting, where the candidate has no knowledge of the casualty's condition prior to starting treatment, including:
 - identifying the casualty's illness or injury through history, signs and symptoms
 - using personal protective equipment (PPE) as required
 - providing appropriate first aid treatment
 - conveying incident details to emergency services or advising casualty on any required post incident action
 - providing an accurate verbal and written report of the incident
 - reviewing the incident.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- guidelines and procedures including:
 - ARC guidelines relevant to the provision of first aid
 - first aid guidelines from Australian national peak clinical bodies
 - potential incident hazards and risk minimisation processes when providing first aid
 - infection control procedures, including use of standard precautions and resuscitation barrier devices
 - requirements for currency of skill and knowledge
 - first aid codes of practice
 - appropriate workplace or site procedures relevant to the provision of first aid
 - contents of first aid kits
- legal, workplace and community considerations including:
 - duty of care requirements
 - own skills and limitations
 - consent and how it relates to the conscious and unconscious casualty
 - privacy and confidentiality requirements
 - awareness of potential need for stress management techniques and available support for rescuers
- considerations when providing CPR, including:
 - upper airway and effect of positional change
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - safety and maintenance procedures for an AED
 - chain of survival
 - how to access emergency services
- techniques for providing CPR to adults, children and infants including:
 - how to recognise that a casualty is unconscious and not breathing normally

- rate, ratio and depth of compressions and ventilations
- correct hand positioning for compressions
- basic anatomy, physiology and the differences between adults, children and infants relating to CPR
- signs, symptoms and management of the following conditions and injuries:
 - allergic reaction
 - anaphylaxis
 - asthma
 - non-life-threatening and life-threatening bleeding
 - burns
 - cardiac conditions, including chest pain
 - choking
 - diabetes
 - drowning
 - envenomation - all current treatments
 - eye injuries
 - fractures, dislocations, strains and sprains
 - head, neck and spinal injuries
 - hypothermia
 - hyperthermia
 - minor wounds
 - nose-bleed
 - poisoning
 - seizures
 - shock
 - sharps injuries
 - stroke.

Assessment Conditions

Each candidate to demonstrate skills in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.

Due to the nature of this type of training, it is acceptable for the performance evidence to be collected in a simulated environment.

Compression and ventilation skills must be demonstrated on resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures.

Assessment must ensure access to:

- adult and infant resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device

- AED training devices
- workplace first aid kit
- placebo bronchodilator and spacer device
- different types of wound dressings and bandages
- blankets and items to treat for shock
- personal protective equipment (PPE)
- workplace injury, trauma or illness record, or other applicable workplace or site incident report form.

Simulated assessment environments must simulate real-life situations where these skills and knowledge would be performed, with all the relevant equipment and resources of that workplace or community environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and must hold this unit or demonstrate equivalent skills and knowledge to that contained within this unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTAID014 Provide Advanced First Aid

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to provide an advanced first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide an advanced first aid response in a range of situations, including community and workplace settings.

Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

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. Respond to an emergency situation.

- 1.1. Recognise and assess an emergency situation.
- 1.2. Ensure safety for self, bystanders and casualty.
- 1.3. Assess the casualty and recognise the need for first aid response.
- 1.4. Deploy resources to appropriate locations as required in line with appropriate workplace or site procedures.
- 1.5. Seek assistance from emergency services.

2. Apply appropriate first aid procedures.

- 2.1. Perform single-rescuer or two-rescuer cardiopulmonary resuscitation (CPR) in accordance with the ARC guidelines and availability of rescuers.
- 2.2. Provide first aid in accordance with established first aid principles.
- 2.3. Display respectful behaviour towards casualty.
- 2.4. Obtain consent from casualty where possible.
- 2.5. Use available resources and equipment to make the casualty as comfortable as possible.
- 2.6. Operate first aid and ancillary equipment according to manufacturers' instructions.

- 2.7. Monitor the casualty's condition and respond in accordance with first aid principles.
3. Coordinate first aid activities until arrival of medical assistance.
 - 3.1. Identify available resources required and establish communication links with appropriate personnel, emergency services or medical assistance as appropriate.
 - 3.2. Deploy required resources to appropriate locations in an efficient and effective manner to ensure timely treatment of casualties.
 - 3.3. Monitor the condition of casualties in accordance with first aid principles and workplace or site procedures.
 - 3.4. Coordinate evacuation of casualties according to relevant evacuation procedures.
4. Communicate details of the incident.
 - 4.1. Accurately convey incident details to emergency services.
 - 4.2. Report details of incident in line with appropriate workplace or site procedures.
 - 4.3. Complete applicable workplace or site documentation, including incident report form.
 - 4.4. Maintain privacy and confidentiality of information in line with statutory or organisational policies.
5. Review the incident.
 - 5.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required.
 - 5.2. Arrange support services for personnel involved in the incident in accordance with relevant procedures.
 - 5.3. Contribute to a review of the first aid response as required.

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and not equivalent to HLTAID006 Provide advanced first aid.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID014 Provide Advanced First Aid

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

There must be evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed in line with ARC guidelines, the unconscious, non-breathing adult including:
 - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
 - performing at least 2 minutes of ventilation and at least 2 minutes of compression during a two-rescuer procedure on an adult resuscitation manikin placed on the floor
 - following the prompts of an automated external defibrillator (AED) to deliver at least one shock
 - responding appropriately in the event of regurgitation or vomiting
 - demonstrating a rotation of operators with minimal interruptions to compressions
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
 - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- managed casualties, with the following:
 - anaphylaxis
 - asthma
 - non-life-threatening bleeding
 - choking
 - envenomation, using pressure immobilisation
 - fractures, dislocations, sprains and strains, using appropriate immobilisation techniques
 - minor wound cleaning and dressing
 - nosebleed

- shock
- life threatening bleeding requiring use of tourniquets and haemostatic dressings
- responded to at least two simulated first aid incidents, one medical and one trauma contextualised to the candidate's workplace or community setting, where the candidate has no knowledge of the casualty's condition prior to starting treatment, including:
 - identifying the casualty's illness or injury through history, signs and symptoms
 - using personal protective equipment (PPE) as required
 - conducting a secondary survey assessment
 - assessing vital signs respirations, pulse, temperature
 - level of consciousness
 - providing appropriate first aid treatment
 - conveying incident details to emergency services or advising casualty on any required post-incident action
 - providing an accurate verbal and written report of the incident
 - reviewing the incident
- coordinated a team of people to respond to a multiple casualty incident, including:
 - conducting a basic triage
 - demonstrating effective use of resources
 - demonstrating effective planning techniques
 - moving casualties using suitable extraction method and device and safe manual handling techniques.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- guidelines and procedures including:
 - ARC guidelines relevant to the provision of first aid
 - first aid guidelines from Australian national peak clinical bodies
 - potential incident hazards and risk minimisation processes when providing first aid
 - infection control procedures, including use of standard precautions and resuscitation barrier devices
 - requirements for currency of skill and knowledge
 - first aid codes of practice
 - appropriate workplace or site procedures relevant to the provision of first aid
 - contents of first aid kits
- legal, workplace and community considerations including:
 - duty of care requirements
 - own skills and limitations
 - consent and how it relates to the conscious and unconscious casualty
 - privacy and confidentiality requirements

- awareness of potential need for stress management techniques and available support for rescuers
- in relation to the administration of medication
 - legal requirements
 - the five rights
 - the responsibilities of the first aider
- considerations when providing CPR, including:
 - upper airway and effect of positional change
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - safety and maintenance procedures for an AED
 - chain of survival
 - how to access emergency services
- techniques for providing CPR to adults, children and infants including:
 - how to recognise that a casualty is unconscious and not breathing normally
 - rate, ratio and depth of compressions and ventilations
 - correct hand positioning for compressions
 - basic anatomy, physiology and the differences between adults, children and infants relating to CPR
- considerations when providing first aid, including:
 - assessment, interpretation and documentation of vital signs, including normal clinical values for respirations, temperature, pulse and level of consciousness
 - how to conduct a secondary assessment of a casualty
 - basic triage processes
 - procedures for dealing with casualties who are aged or infirm
 - procedures for first aid management when dealing with major and minor accidents in the workplace or site
 - procedures when providing first aid to children
 - use of ancillary first aid equipment
 - co-ordination of resources
 - contents of first aid kits
- signs, symptoms and management of the following conditions or injuries:
 - abdominal injuries
 - allergic reaction
 - anaphylaxis
 - asthma
 - non-life-threatening bleeding
 - life-threatening bleeding including use of tourniquets and haemostatic dressings
 - burns
 - cardiac conditions, including chest pain

- childbirth
- choking
- crush injuries
- diabetes
- drowning
- ear injuries and bleeding from the ear
- envenomation - all current treatments
- eye injuries
- fractures, dislocations, strains and sprains
- head, neck and spinal injuries
- hypothermia
- hyperthermia
- minor wounds
- nose-bleed
- poisoning
- seizures
- shock
- sharps injuries
- stroke
- substance misuse, including prescription and illicit drugs and alcohol
- psychological impacts of first aid incidents on rescuers and how to seek help.

Assessment Conditions

Each candidate to demonstrate skills in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.

Due to the nature of this type of training, it is acceptable for the performance evidence to be collected in a simulated environment.

Compression and ventilation skills must be demonstrated on resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures.

Assessment must ensure access to:

- adult and infant resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training devices
- haemostatic dressings
- haemostatic wound packing trainer
- placebo bronchodilator and spacer device
- thermometers
- tourniquet trainer
- tourniquets

- different types of wound dressings and bandages
- blankets and items to treat for shock
- personal protective equipment (PPE)
- workplace injury, trauma or illness record, or other applicable workplace or site incident report form, which includes space for recording vital signs of casualties
- workplace first aid kits
- immobilisation and extrication devices.

Simulated assessment environments must simulate real-life situations where these skills and knowledge would be performed, with all the relevant equipment and resources of that workplace or community environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and must hold this unit or demonstrate equivalent skills and knowledge to that contained within this unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTAID015 Provide advanced resuscitation and oxygen therapy

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to use specialised equipment in the provision of resuscitation and oxygen therapy in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to persons who may be required to use specialised equipment to provide resuscitation or oxygen therapy in a range of complex situations, including community and workplace settings.

Specific licensing/regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Pre-requisite Unit

HLTAID011 Provide First Aid

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Respond to an emergency situation.

- 1.1. Recognise and assess an emergency situation.
- 1.2. Ensure safety for self, bystanders and casualty.
- 1.3. Assess the casualty and recognise the need for CPR, advanced resuscitation response or oxygen therapy.
- 1.4. Manage life-threatening bleeding.
- 1.5. Seek assistance from emergency services.
- 1.6. Ensure environment is safe for delivery of oxygen.

2. Perform resuscitation procedures.

- 2.1. Perform single-rescuer cardiopulmonary resuscitation (CPR) or two-rescuer resuscitation procedures, including use of oxygen, in accordance with the ARC guidelines and availability of rescuers.

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

- | | |
|---|---|
| 3. Deliver oxygen therapy. | <p>2.2. Display respectful behaviour towards casualty.</p> <p>2.3. Use available resources and equipment according to manufacturers' instructions.</p> <p>3.1. Identify need for oxygen therapy, including by using a pulse oximeter.</p> <p>3.2. Use appropriate delivery device to provide oxygen.</p> <p>3.3. Monitor casualty condition and rectify issues preventing adequate treatment.</p> |
| 4. Communicate details of the incident. | <p>4.1. Accurately convey incident details to emergency services.</p> <p>4.2. Report details of incident in line with appropriate workplace or site procedures.</p> <p>4.3. Complete applicable documentation, including incident report form.</p> <p>4.4. Maintain privacy and confidentiality of information in line with statutory or organisational policies.</p> |
| 5. Review the incident. | <p>5.1. Recognise the possible psychological impacts on self and other rescuers and seek help when required.</p> <p>5.2. Contribute to a review of the first aid response as required.</p> <p>5.3. Check, maintain and clean equipment ready for future use.</p> |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and not equivalent to HLTAID007 Provide advanced resuscitation.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAID015 Provide advanced resuscitation and oxygen therapy

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the workplace or community setting.

There must be evidence that the candidate has completed the following tasks in line with State/Territory regulations, first aid codes of practice, first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies and workplace or site procedures:

- managed, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- managed, in line with ARC guidelines, the unconscious, non-breathing adult including:
 - performing at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
 - performing at least 2 minutes of bag-valve-mask (with oxygen) ventilation and at least 2 minutes of compression during a two-rescuer procedure on an adult resuscitation manikin placed on the floor
 - selecting and inserting an appropriate basic airway adjunct
 - responding appropriately using positioning and suctioning in the event of regurgitation or vomiting
 - demonstrating a rotation of operators with minimal interruptions to compressions
 - following the prompts of an Automated External Defibrillator (AED) to deliver at least one shock
 - managing oxygen equipment appropriately
 - handing over to emergency services
- managed, in line with ARC guidelines, the unconscious, non-breathing infant, including:
 - performing at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- managed a casualty with life-threatening bleeding requiring use of tourniquets and haemostatic dressings
- used personal protective equipment (PPE) as required
- managed a conscious casualty who requires supplemental oxygen, including:
 - assessing vital signs respirations, pulse, oxygen saturation
 - level of consciousness

- selecting and preparing correct oxygen equipment
- checking area for ventilation and sources of ignition
- administering oxygen safely at correct flow rate
- managing an equipment malfunction
- providing an accurate verbal and written report of the incident
- reviewing the incident
- monitored and coordinated maintenance of resuscitation equipment and oxygen therapy equipment, including:
 - dismantling
 - storage
 - disposal
 - cleaning and decontamination
 - checking and diagnosis of faults.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- guidelines and procedures including:
 - ARC guidelines relevant to life threatening bleeding, managing the unconscious breathing and non-breathing casualty and provision of CPR and oxygen therapy
 - potential incident hazards and risk minimisation processes when providing first aid, including Oxygen Therapy and Advanced Resuscitation Techniques
 - infection control procedures, including use of standard precautions and resuscitation barrier devices
 - safe work practices to deal with oxygen cylinders and associated equipment
 - first aid codes of practice
 - appropriate workplace or site procedures relevant to the provision of first aid
 - contents of first aid kits
 - requirements for currency of skill and knowledge
- legal, workplace and community considerations, including:
 - duty of care requirements
 - own skills and limitations
 - consent and how it relates to the conscious and unconscious casualty
 - privacy and confidentiality requirements
 - awareness of potential need for stress management techniques and available support for rescuers
- in relation to the administration of oxygen:
 - legal requirements
 - the five rights
 - the responsibilities of the first aider

- considerations when providing resuscitation, including:
 - upper airway and effect of positional change
 - appropriate duration and cessation of CPR
 - appropriate use of an AED
 - safety and maintenance procedures for an AED
 - chain of survival
 - how to access emergency services
 - use of suction devices
 - benefits, contraindications and complications with the use of a basic airway adjunct
- techniques for providing CPR to adults, children and infants including:
 - how to recognise that a casualty is unconscious and not breathing normally
 - rate, ratio and depth of compressions and ventilations
 - correct hand positioning for compressions
 - basic anatomy, physiology and the differences between adults, children and infants relating to CPR
- assessment and interpretation of vital signs including normal clinical values for respirations, pulse, oxygen saturation
- level of consciousness
- how to use a suction device
- signs, symptoms and management of life-threatening bleeding including use of tourniquets and haemostatic dressings
- considerations when providing oxygen to a casualty, including:
 - circumstances and conditions where oxygen is beneficial
 - circumstances and conditions where oxygen should not be used
 - contraindications and complications associated with providing oxygen and suction while delivering advanced resuscitation techniques
 - benefits, contraindications and complications of suction during advanced resuscitation
 - complications with the use of a bag-valve-mask device and suitable strategies to minimise these
 - selection and operation of oxygen masks and other appropriate oxygen therapy devices
- methods for cleaning, replenishing, recharging and maintaining resuscitation and oxygen equipment including:
 - actions to rectify problems
 - procedures to ensure operational readiness as per manufacturers' guidelines and site procedures
 - storage, cleaning, decontamination and safe disposal of consumables
 - troubleshooting to identify minor and major faults
- psychological impacts of first aid incidents on rescuers and how to seek help.

Assessment Conditions

Each candidate to demonstrate skills in an environment that provides realistic in-depth, scenarios and simulations to assess candidates' skills and knowledge.

Due to the nature of this type of training, it is acceptable for the performance evidence to be collected in a simulated environment. Evidence of the learner's currency as required by the first aid codes of practice must be confirmed prior to assessment.

Compression and ventilation skills must be demonstrated on resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures.

Assessment must ensure access to:

- adult and infant resuscitation manikins following ARC guidelines for the purpose of assessment of CPR procedures
- anatomical model for use with a basic airway adjunct
- AED training devices
- bag-valve-mask
- basic airway adjunct
- oxygen resuscitation system with oxygen cylinder and regulator
- pulse oximeter
- selection of oxygen masks and tubes
- suction devices
- personal protective equipment (PPE)
- haemostatic dressings
- haemostatic wound packing trainer
- tourniquet trainer
- tourniquets
- workplace incident, injury, trauma or illness record or other appropriate workplace or site incident report form, which includes space for recording vital signs of casualties.

Simulated assessment environments must simulate real-life situations where these skills and knowledge would be performed, with all the relevant equipment and resources of that workplace or community environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and must hold this unit or demonstrate equivalent skills and knowledge to that contained within this unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

PSPGEN049 Undertake negotiations

Modification History

| Release | Comments |
|---------|---|
| 1 | <p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV507A Undertake negotiations.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice |

Application

This unit describes the skills required to undertake negotiations. It includes planning and finalising negotiation outcomes.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|--|---|
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section. |
| 1. Plan for negotiation | <p>1.1 Clarify the purpose of the negotiation and the issue/s under consideration with affected personnel and through analysis of all related information.</p> <p>1.2 Identify primary needs and desired outcomes of all parties.</p> <p>1.3 Determine the organisation's position in consultation with senior personnel, and devise a negotiation approach based on an analysis of the strengths and weaknesses of the position.</p> <p>1.4 Collect, analyse and organise information relating to the negotiation, including any precedents.</p> <p>1.5 Agree upon timeframe and logistics, develop a negotiation plan and communicate to other staff, if any, involved in the negotiation team.</p> |
| 2. Conduct negotiation | <p>2.1 Agree upon the issue/s under consideration and the negotiation process to be used with all parties and document.</p> <p>2.2 Use negotiation techniques to persuade the other party of the strength of the argument in favour of the organisation's position.</p> <p>2.3 Modify the negotiation plan if necessary to respond to contingencies.</p> <p>2.4 Select and use techniques for dealing with conflict or deadlocks in accordance with the negotiation plan and the progress of the negotiation.</p> <p>2.5 Discuss options for resolving the issue and determine the acceptability of these to the parties.</p> |
| 3. Finalise negotiation outcomes | <p>3.1 Reach an agreed conclusion, document and obtain sign-off by the parties.</p> <p>3.2 Report negotiation outcomes and debrief stakeholders if required.</p> <p>3.3 Determine any further action required as a result of agreement and action.</p> <p>3.4 Review the negotiation process and outcomes, and document lessons learnt for future use.</p> |

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV507A Undertake negotiations.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN049 Undertake negotiations

Modification History

| Release | Comments |
|---------|---|
| 1 | <p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit |

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to negotiating in the public sector
- communicating with diverse stakeholders including the other party, team members and senior management
- communicating by listening, questioning, establishing rapport and responding
- applying decision making and problem-solving
- adjusting quickly to new information or unexpected questions and attitudes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies, procedures and guidelines relating to negotiations in the public sector
- sources of organisational information
- delegations and lines of authority
- decision making
- negotiation techniques
- conflict resolution
- recordkeeping requirements for negotiations

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPPCM011 Plan to manage a contract

Modification History

| Release | Comments |
|---------|---|
| 1 | <p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPROC506A Plan to manage a contract.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice |

Application

This unit describes the skills required to establish arrangements for contract management. It includes confirming contract requirements, preparing a contract management plan, developing stakeholder relationships and implementing contract strategies and contractual arrangements.

This unit applies to those working in roles involving procurement contract management.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously while performing complex tasks, in familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Procurement

Elements and Performance Criteria

| ELEMENTS | PERFORMANCE CRITERIA |
|---|---|
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section. |
| 1. Confirm contract requirements | <p>1.1 Identify legislation, public sector standards and organisational requirements relating to probity, financial management, approvals and other considerations for inclusion in the contract management plan.</p> <p>1.2 Re-confirm contract requirements with all parties.</p> <p>1.3 Determine obligations to the contractor, limits of authority and delegations according to contractual arrangements.</p> <p>1.4 Confirm start-up or transition arrangements.</p> |
| 2. Prepare contract management plan | <p>2.1 Identify contract risks and develop a risk management plan.</p> <p>2.2 Determine procedures to identify, receive and address contract variations.</p> <p>2.3 Determine procedures to investigate, resolve or refer disputes or complaints.</p> <p>2.4 Develop and negotiate key performance indicators and identify and approve administrative processes for the life of the contract.</p> <p>2.5 Document, obtain approval on and maintain a contract management plan that addresses key elements.</p> <p>2.6 Apply expected standards of behaviour, probity and privacy principles to all elements of contract management plan.</p> <p>2.7 Apply environmental, sustainability and corporate social responsibility principles to all elements of contract management plan.</p> |
| 3. Develop stakeholder relationships | <p>3.1 Identify stakeholder networks and relationships.</p> <p>3.2 Use networking strategies to establish, develop and maintain working relationships to promote benefits to the contract requirements.</p> <p>3.3 Develop and maintain confidence of stakeholders through high standards of behaviour and ethical conduct.</p> <p>3.4 Use negotiation strategies to achieve positive outcomes when difficult situations arise.</p> <p>3.5 Identify and confirm communication requirements in line with contractual obligations and stakeholder needs.</p> |
| 4. Implement contract strategies | <p>4.1 Identify requirements of confidentiality and freedom of information for the contract.</p> <p>4.2 Develop communication and/or information strategy that matches needs of the organisation, the contract and the contractor's</p> |

| | |
|--|--|
| | <p>business environment.</p> <p>4.3 Establish contract review requirements with stakeholders.</p> <p>4.4 Develop contract review strategy to review management of the contract, contractor performance and user satisfaction.</p> |
| 5. Implement contractual arrangements | <p>5.1 Establish and manage business relationship with contractor.</p> <p>5.2 Implement start-up or transition arrangements.</p> <p>5.3 Establish financial, administrative and information management processes.</p> <p>5.4 Implement contractual arrangements according to contract management plan.</p> <p>5.5 Maintain appropriate records for the life of the contract.</p> |

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPROC506A Plan to manage a contract.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPPCM011 Plan to manage a contract

Modification History

| Release | Comments |
|---------|---|
| 1 | <p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"> Assessment Requirements created drawing upon specified assessment information from superseded unit |

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- networking, consulting and negotiating with contractors and stakeholders
- developing a written contract management plan and sub-plans
- reading and applying complex documents, including contracts, legislation and guidelines
- provide feedback
- modelling effective team management approaches
- referring issues to the correct person
- applying understanding of supplier issues and supply chain management in the context of procurement risk management
- planning and organising skills to manage and update the contract management plan and sub-plans
- maintaining currency of best practice examples in procurement practice and relevant procurement legislation, policies and procedures
- use electronic procurement templates

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- Commonwealth, state or territory, and local government legislation, policies, practices and guidelines relating to contract management, including environmental purchasing, sustainability and corporate social responsibility guidance relevant to the contract
- organisational procurement policies, practices and approval processes

- contract management planning for diverse contractual situations
- privacy and confidentiality issues
- codes of conduct, codes of practice and standards of individual behaviour relating to management of contracts and relationships with contractors
- financial and accounting issues relevant to the contract

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PUAAMS002 Search as a member of an air search team

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit involves the skills and knowledge required to conduct air search observation duties during an air search operation in accordance with organisational policies and procedures.

The unit is applicable to members of air search and rescue teams working in the air. Team members and crews may be members of a range of government or non-government organisations and/or agencies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Aviation Marine Search and Rescue

Unit Sector

Aviation Marine Search and Rescue

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for search operations

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Operational briefing is obtained from relevant search and rescue authority

1.2 Aircraft is configured and loaded, in accordance with requirements and pilot in command instructions

- 1.3 Involvement in briefings is undertaken, in accordance with organisational policies and procedures
 - 1.4 Incident information is used to determine personal equipment needed for search operation
 - 2 **Conduct search operations**
 - 2.1 Scanning distance is identified
 - 2.2 Search briefing is reviewed en route to task area
 - 2.3 Impediments to effective observation techniques are identified and appropriate adjustments are made
 - 2.4 Observation technique is applied to ensure effective scanning of identified area of interest
 - 2.5 Search equipment is operated to maximise sighting and identification effectiveness
 - 3 **Investigate sightings**
 - 3.1 Sightings are reported and maintained
 - 3.2 Sightings are investigated
 - 3.3 Sightings are logged and communicated to relevant search and rescue authority
 - 4 **Communicate outcome search**
 - 4.1 Emergency signals from target are identified and recognised
 - 4.2 Communications are logged and reported to relevant search and rescue authority

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAAMS002B Search as a member of an air search team and PUAAMS002A Search as a member of an air search team.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAAMS002 Search as a member of an air search team

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- applying organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- communicating information clearly within the search team
- conducting search operations
- investigating sightings
- making decisions based on available information
- preparing for search operations
- selecting and using available technology appropriate to the search task

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- aircraft configuration
- communication techniques
- factors which may indicate evidence of a search target
- observation techniques and procedures including impediments to effective observation techniques
- organisational documentation, policies and procedures including WHS/OHS legislated requirements and risk mitigation
- physiology of sight
- search and rescue authorities
- search planning including search equipment
- signals and/or message equipment and procedures

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of

assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment including
 - appropriate training facility and an aircraft used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operations manuals

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUACOM005 Foster a positive organisational image in the community

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to enable two-way communication with the community and to promote a positive public image. It includes promoting and representing the organisation in the community and advising and involving the community in public safety activities.

The unit is applicable to personnel who are required to take an active community engagement and educational role.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUATEA004 Work effectively in a public safety organisation

Competency Field

Communication

Unit Sector

Public Safety

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 Promote organisation in community

1.1 Community requests for information or participation are responded to, in accordance with organisational policies and procedures

1.2 Opportunities to explain and promote organisational activities are acted on to promote community recognition and support

1.3 Non-routine requests for information are referred to appropriate personnel

2 Represent organisation in community

2.1 Organisation's position on issues is disseminated to acknowledge community concerns and promote community awareness

2.2 Communication and presentations to the public are used to enhance the organisation's public image

3 Advise and involve community in public safety activities

3.1 Community is advised of prevention and mitigation techniques

3.2 Community members are informed on how to implement prevention and mitigation activities

3.3 Community is assisted to initiate, develop and conduct prevention and mitigation techniques to address their specific needs

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM005B Foster a positive organisational image in

the community.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM005 Foster a positive organisational image in the community

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- advising and involving the community in public safety activities
- communicating with diverse people and groups
- evaluating community activities
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- interpreting comments and feedback
- listening to community questions and responding
- promoting organisational messages in the community
- representing the organisation in the community positively
- risk mitigation and prevention techniques

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- appropriate personnel to contribute to community events
- characteristics of communities
- evaluation of community activities
- opportunities to promote including special promotions
- organisational documentation, policies and procedures including procedures for Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements, the provision of advice, recording comments and completing follow up actions
- organisation's position on current issues
- presentation strategies and techniques
- privacy principles
- risk mitigation and prevention techniques
- types of information to present to the community

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 industry approved 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
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - organisational promotional information and materials
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUACOM007 Liaise with other organisations

Modification History

Release 2.0 This is the second release of this unit of competency in the PUA Public Safety Training Package.

Clarification of text, addition of Performance Criteria and minor changes to Knowledge and Performance Evidence.

Release 1.0 This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to develop networks and relationships and to liaise with other organisations. It includes establishing networks and relationships and communicating and interacting with other organisations.

The unit applies to personnel who formally liaise on behalf of their own organisation with other organisations to increase response effectiveness and community safety. It should be noted that this unit does not address all of the functions of an incident management liaison officer.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUACOM005 Foster a positive organisational image in the community

Competency Field

Community Safety

Unit Sector

Public Safety

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 Establish networks and relationships

1.1 Formal and informal network opportunities are identified that will support ongoing and future liaisons and collaboration

1.2 Relationships are developed which provide identifiable benefits to the organisation from shared expertise, information and resources

1.3 Meetings and forums that support mutual cooperation are participated in

1.4 Consultation with affected and interested parties is undertaken to support organisational goals and objectives

2 Communicate and interact with other organisations

2.1 Information is provided to other organisations in a clear, concise and comprehensive manner

2.2 Communication with other organisations is conducted in accordance with organisational policies and procedures

2.3 Information gathered from other organisations is used for improvement of services and to avoid duplication of effort

2.4 Meeting outcomes are documented and disseminated

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM007B Liaise with other organisations.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM007 Liaise with other organisations

Modification History

Release 2.0 This is the second release of this qualification in the PUA Public Safety Training Package.

Clarification of text, addition of Performance Criteria and minor changes to Knowledge and Performance Evidence.

Release 1.0 This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- communicating, liaising and interacting with other organisations
- documenting and disseminating meeting outcomes
- following organisational policies and procedures
- networking and developing relationships
- participating in meetings and forums
- providing accurate and clear information.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- confidentiality requirements and privacy principles
- goals and objectives of own organisation and other organisations, agencies and sectors
- interorganisational cooperation and collaboration techniques
- key roles and responsibilities in own and other organisations
- organisational documentation, policies and procedures
- protocols and procedures for meetings.

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 must occur in operational situations or in simulated operational training situations that reflect workplace conditions.

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.

Resources for assessment must include access to

- a range of exercises and/or case studies
- appropriate materials and equipment currently used in industry
- applicable documentation including organisational procedures, standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUAEMR008 Contribute to an emergency risk management process

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package

Application

This unit of competency involves the skills and knowledge required to participate in working groups or other forums in contributing to developing an emergency risk assessment and treatment plan for a community. It includes clarifying community contacts, applying emergency risk management methodology, developing risk statements and treatment options, promoting emergency risk management ownership and working cooperatively with stakeholders.

The unit applies to personnel who undertake emergency risk assessments with a community or part of a community and is relevant to individuals with specific expertise who may be invited to participate in an emergency risk assessment working group.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Clarify community context

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Known risks, safety concerns and expectations of emergency risk management processes information are

- collected and analysed
- 1.2 Safety concerns, drivers of change, recent events, community views and sensitivities are identified
 - 1.3 Legislation, policies, procedures and existing emergency management documentation and arrangements are identified
 - 1.4 Input to building an initial picture of community characteristics, safety expectations and perceptions of risk is provided to stakeholders
 - 1.5 Significance of available information for own organisation and/or constituency is assessed and reported to stakeholders
 - 1.6 Scope and focus of a feasible emergency risk management project is determined
- 2 Apply emergency risk management methodology**
- 2.1 Organisational responsibilities, roles, limits of authority, scope of community knowledge and expertise are outlined to emergency risk group members
 - 2.2 Organisational resources to support the emergency risk management process are identified
 - 2.3 Sources of useful and credible information are identified through stakeholders, community networks and interested parties
 - 2.4 Consultation and communication is undertaken, in accordance with organisational procedures
 - 2.5 Processes for accountability and communication of accurate and consistent information to stakeholders are developed and applied
- 3 Develop risk statements and treatment options**
- 3.1 Accuracy and currency of available risk information is assessed
 - 3.2 Additional information is sought from specialist stakeholders regarding information gaps and conflicting data or views
 - 3.3 Risk statements are developed using sources of risk, elements at risk and vulnerability, in accordance with organisational procedures
 - 3.4 Risk statements are analysed considering consequences

and likelihood of occurrences

- 3.5 Input is provided to assess effectiveness of existing treatment strategies
 - 3.6 Risk treatment options are developed considering practical constraints and assessment criteria, in accordance with organisational procedures
 - 3.7 Feedback on risks and treatment options is obtained from internal and external stakeholders
 - 3.8 Recommendations are developed with stakeholders and submitted for approval to authorised personnel
- 4 Promote emergency risk management ownership**
- 4.1 Stakeholder consultation is undertaken during risk management process
 - 4.2 Positions and commitments for emergency risk management are authorised before being communicated to others
 - 4.3 Management is kept informed of project progress, proposed variations in strategy, decisions and recommendations
 - 4.4 Resource variations are negotiated with authorised personnel
 - 4.5 Stages of emergency risk management processes, decisions and outcomes are documented, in accordance with organisational procedures, industry standards and legislative requirements
 - 4.6 Opportunities for improving emergency risk management processes are identified and reported to authorised personnel
- 5 Work cooperatively with stakeholders**
- 5.1 Allocated tasks are completed on time whilst encouraging stakeholders to help achieve common goals
 - 5.2 Meeting procedures are followed, in accordance with organisational procedures
 - 5.3 Accurate information is provided to stakeholders, in accordance with organisational procedures
 - 5.4 Opinions and advice are sought whilst appreciating the boundaries and cultures of organisations and diverse views of other stakeholders

- 5.5 A wide range of reactions and views are actively sought from stakeholders, in accordance with organisational procedures
- 5.6 Appropriate language is used when communicating with stakeholders in meetings, in accordance with organisational procedures
- 5.7 Confidentiality and privacy of information is maintained, in accordance with organisational procedures and privacy principles
- 5.8 Conflicts are resolved, in accordance with organisational 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.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAEMR008B Contribute to an emergency risk management process.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAEMR008 Contribute to an emergency risk management process

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- analysing risks, implications and impacts of proposed treatments
- applying organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- clarifying community context
- communicating and consulting with stakeholders
- delivering constructive input and gaining organisational and/or constituency support
- determining and applying emergency risk management methodology
- developing risk statements and treatment options
- informing organisation and constituency of emergency risk management process
- participating and contributing to emergency risk management processes
- promoting emergency risk management ownership
- providing constructive information and advice
- resolving conflicts
- undertaking emergency risk management processes
- working cooperatively with stakeholders

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- concepts and principles of emergency risk management
- emergency risk management methodology
- legislative and regulatory requirements for emergency risk management
- organisational documentation, policies and procedures including
 - arrangements specified in emergency management, land use and environmental or other legislation
 - disaster plans, agreements or memorandums of understanding
 - local planning regulations, development controls and environmental plans

- meeting procedures
- organisational or jurisdictional emergency risk management policies or procedures
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- practical constraints including
 - arrangements, roles and responsibilities in existing emergency management plans
 - availability of technical expertise, technology and equipment
 - budgets, time, availability and capability of people
 - community knowledge of emergency risk management processes and benefits
 - existing hazards and risks
 - land use planning
 - legislation for emergency and environmental management, safety standards and local government regulations
 - political, social and cultural considerations
- principles of risk management and risk mitigation
- roles and responsibilities of key response and/or recovery organisations
- sources of useful and credible information
- stakeholder group dynamics and strategies for resolving conflict
- treatment options
- types of stakeholders

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Competency should be demonstrated in a range of contexts throughout the life of a community emergency risk management project or during the components of a number of projects.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - a community and the opportunity to contribute to an actual emergency risk management process and consideration of a range of community safety concerns

- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUAEMR013 Design emergency management exercises

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to design, develop and/or modify activities that exercise elements of emergency management exercise arrangements. It includes determining exercise purpose by designing and planning exercise activities, assessing exercise risks and then planning resource allocation

Emergency management exercises are used to test emergency plans, practise responding to an emergency, develop and/or practise emergency management skills, build motivation for emergency management personnel and/or measure an organisation's ability to manage an emergency. An exercise can range from a small activity in a volunteer emergency response unit to a major evacuation exercise for an industrial plant.

The unit applies to personnel with responsibility for designing emergency management exercises. The design skills in this unit can be applied to any context in which an emergency management exercise is appropriate.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Determine exercise purpose**
 - 1.1 Exercise stakeholders are identified and engaged, in accordance with organisational policies and procedures
 - 1.2 Exercise governance arrangements are confirmed, in accordance with organisational policies and procedures
 - 1.3 Exercise aim is identified, in consultation with stakeholders
 - 1.4 Exercise objectives are confirmed as meeting identified aim
 - 1.5 Exercise focus is determined, based on operational outcomes, results of training needs analysis, previous exercises and evaluation reports
- 2 Design and plan exercise activities**
 - 2.1 Planning team is established, in accordance with organisational policies and procedures
 - 2.2 Governance and planning meetings are held, agreements and decisions are made and outcomes are communicated to stakeholders
 - 2.3 Components of the exercise program are identified, developed and documented in the exercise plan
 - 2.4 Exercise style and activities consistent with objectives are selected, in consultation with stakeholders
 - 2.5 Design planning processes are undertaken with stakeholders to meet exercise objectives and components
 - 2.6 Exercise documentation is prepared, in accordance with organisational policies and procedures
- 3 Assess exercise risks**
 - 3.1 Risk and safety considerations are identified and included in the planning process
 - 3.2 Activities which mitigate or reduce risks associated with conducting exercise activities are designed
 - 3.3 Exercise risk and safety management plan is prepared, in accordance with organisational policies and procedures
- 4 Plan resource allocation**
 - 4.1 Resources to support the exercise are identified and secured

- 4.2 Exercise location and/or host is identified and a commitment to achieving exercise objectives is secured
- 4.3 Appropriate authorisation to use resources are obtained and documented, in accordance with organisational policies
- 4.4 Availability and timeframes for use of resources is agreed by appropriate personnel and/or authorities

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAEMR031 Design emergency management exercises.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAEMR013 Design emergency management exercises

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least two separate occasions and includes

- designing and planning exercise activities processes including
 - assessment and emergency management exercise criteria
 - background information and emergency management exercise inputs
 - briefings and debriefings
 - design of emergency management exercise scenario and activities
 - development and review of key performance indicators
 - duration of exercise activities
 - emergency management exercise contingency plans
 - emergency management exercise documentation
 - emergency management exercise management structure
 - emergency management exercise meetings
 - identifying and managing risks
 - issuing notifications to affected stakeholders
 - scoping of organisations and agencies participating and the level at which they are participating
 - seasonal weather considerations
 - securing resources
- determining emergency management exercise purpose and objectives
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements including assessing emergency management exercise risks
- interpreting organisational needs to develop measurable, achievable objectives
- liaising and communicating with other organisations and agencies
- managing small group workshops and activities
- planning and delivering briefings and debriefings
- planning resource allocation
- preparing exercise documentation

- working in group settings

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- components of emergency management exercises including
 - activity plan
 - aim and objectives
 - authorities, permissions and governance
 - budget and logistics plan
 - debrief plan
 - detailed schedule of activities
 - evaluation or assessment plan
 - evidence collection tools and templates
 - exercise name
 - location
 - risk and safety management plan
 - scope or purpose statement
- educational principles underpinning the design of emergency exercise objectives and activities
- exercise management concepts and principles
- incident management principles
- jurisdictional emergency management arrangements
- legislative and regulatory arrangements for using resources such as land, buildings, equipment and volunteers
- organisational documentation, policies and procedures including WHS/OHS requirements and facility emergency response plans
- risk and safety management principles including risk mitigation

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 contexts or exercise styles, including at least

one exercise that requires multi-organisational input and of which one may be simulated, where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment must confirm the ability to

- bring together an effective exercise design and planning team
- facilitate the construction of realistic, meaningful and safe activities that address the exercise aim and objectives

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUAFIR209 Work safely around aircraft

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to apply safe work practices when operating in or around aircraft at an airbase. It includes working safely near aircraft and facilitating safe ground support and it applies to personnel working in the public safety sector who work around aircraft.

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Fire

Unit Sector

Fire

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Work safely in and around aircraft

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Personal protective clothing and equipment is used, in accordance with operational procedures

1.2 Precautions and clearances are obtained and followed

when operating on or near aircraft movement areas

- 1.3 Any approach to an operating aircraft is made, in accordance with organisational aircraft approach procedures, from an angle visible to the pilot or flight crew and with approval of the pilot or flight crew
 - 1.4 Adequate clearance is maintained from propellers, rotors and/or turbine engines, exhaust gases and engine intakes
 - 1.5 Typical manoeuvring patterns of aircraft are anticipated through activities
 - 1.6 Instructions or signals from pilots or staff controlling aircraft are complied with, in accordance with organisational procedures
 - 1.7 Site hazards are identified and risks are assessed and control measures are implemented
- 2 Facilitate safe ground support**
- 2.1 Appropriate precautions are observed when positioning vehicles or equipment close to aircraft
 - 2.2 Aircraft design features are taken into account whilst boarding, loading or handling aircraft
 - 2.3 Instructions from pilots and staff coordinating aircraft operations, organisational procedures and placards are followed during ground support operations
 - 2.4 Aircraft loading is conducted under pilot or flight crew member supervision and appropriate weight, balance and loading system are complied with
 - 2.5 Areas are designated and separated, in accordance with site features and specific operations being conducted
 - 2.6 Fitting of equipment to an aircraft is conducted under pilot supervision, in accordance with appropriate regulatory approvals
 - 2.7 Aircraft fuels, oils, and supplies are stored and handled, in accordance with regulatory requirements and organisational procedures
 - 2.8 Aircraft or equipment defects or hazards are reported to pilot and/or appropriate supervisor
 - 2.9 Appropriate aerodrome regulations are complied with

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAFIR209B Work safely around aircraft.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAFIR209 Work safely around aircraft

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements
- complying with regulatory requirements and organisational procedures
- delivering briefings in appropriate locations including an area that is free of distractions including movement and noise, is safe and convenient to subsequent deployment needs and has the necessary facilities and equipment
- ensuring safety and quality procedures are applied
- identifying hazards and risks and acting to minimise, mitigate, control or eliminate
- implementing precautions and working safely whilst around aircraft
- using personal protective clothing and equipment and specialist aviation support equipment

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- aerodrome layout, facilities and services including working zones and lighting facilities
- aerodrome legislation, industry standards, regulations and security procedures
- aircraft features and movement characteristics
- aircraft performance, operation, loading and refuelling precautions
- assessment and risk mitigation processes
- organisational documentation, policies and procedures
- participation in briefings including Situation, Mission, Execution, Administration, Command/control, Safety (SMEACS) and questions
- personal protective clothing and equipment including fire extinguisher, first aid kit, high visibility protective overalls and vests, respiratory protection, signalling devices, lighting or beacons and head, hand, eye, ear and foot protection
- roles and responsibilities of personnel supervising, managing and supporting aircraft operations
- site hazards

- suitable locations for conducting briefings and debriefings
- types of aircraft including aeroplanes, helicopters, remotely piloted aircraft and airborne vehicles
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements including safe work practices around aircraft

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 industry approved 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
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUAFIR211 Undertake hover-exit operations from helicopter

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to manage the transfer of trained personnel and equipment from a hovering helicopter to the ground. Helicopter hover-exit operations are undertaken primarily in areas where ground vegetation or terrain prevents a helicopter from conducting a full skid landing. The operation of aviation occurs in a heavily regulated environment.

The unit applies to personnel authorised to conduct helicopter hover-exit operations from a maximum height of 1.3 metres when a full skid landing is not possible. It is applicable to personnel responsible for the supervision and safety of hover-exit crews, specifically but not limited to hover-exit crew leaders, helicopter marshals and approved pilots.

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUAFIR209 Work safely around aircraft

Competency Field

Fire

Unit Sector

Fire

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 Prepare for hover-exit operations

- 1.1 Hover-exit equipment is selected and prepared, in accordance with organisational procedures and requirements
- 1.2 Appropriate clothing and equipment are worn, in accordance with organisational procedures and requirements
- 1.3 Pre-flight checks on clothing and equipment are undertaken, in accordance with organisational procedures
- 1.4 Damage to firefighting and safety equipment is reported to the supervisor for repair, replacement or disposal
- 1.5 General helicopter safety briefing is obtained from pilot, flight crew, air base and/or helibase manager

2 Load hover-exit personnel and equipment into helicopter

- 2.1 Firefighting and safety equipment is assembled, weighed and recorded
- 2.2 Pilot is informed of firefighting equipment and personnel weights
- 2.3 Equipment is loaded into helicopter and secured under pilot or flight crew supervision
- 2.4 Instructions are obtained from pre-mission briefing and clarification of objectives and procedures is sought, as required
- 2.5 Personnel are secured in seatbelts, in accordance with organisational procedures and flight crew instructions
- 2.6 Pre-flight safety briefing is obtained from pilot or flight crew

3 Prepare to exit from hovering helicopter

- 3.1 Appropriate landing technique is selected and used, in accordance with ground and safety conditions
- 3.2 Following clearance from pilot and hover-exit crew leader instructions are received to prepare for exit

- 3.3** Seat belt is released and then resecured prior to moving towards the helicopter doorway, in accordance with organisational procedures and instructions received
 - 3.4** Pre-descent checks are conducted, in accordance with organisational procedures and requirements
 - 3.5** Clearance is obtained from the pilot and hover-exit flight crew leader to disembark
 - 3.6** Emergency procedures are conducted, as required
 - 3.7** Emergency commands are responded to, in accordance with organisational procedures
- 4 Exit from hovering helicopter**
 - 4.1** Hover-exit operations are undertaken, in accordance with organisational procedures and Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
 - 4.2** Actions are undertaken to minimise uncommanded movement of the helicopter during transfer to the ground, in accordance with organisational procedures and instructions
 - 4.3** Assembly point for individuals and equipment is identified and reached
 - 4.4** All clear signal is communicated to pilot or flight crew when landing activity is complete
 - 4.5** Under instruction from hover-exit flight crew leader, individuals and equipment are transferred between helicopter and ground, in accordance with organisational procedures
 - 4.6** Emergency procedures are conducted, as required
 - 4.7** Emergency commands are responded to, in accordance with organisational procedures
- 5 Undertake hover-entry to helicopter**
 - 5.1** Individuals and equipment are located at nominated assembly point in preparation for hover-entry
 - 5.2** Following clearance from pilot and hover-exit flight crew leader, movement towards the helicopter is undertaken, in accordance with organisational procedures and instructions received

- 5.3 Actions to minimise uncommanded movement of the helicopter during transfer from the ground to the helicopter are undertaken, in accordance with organisational procedures and instructions
 - 5.4 Movement on board the helicopter and towards the helicopter seat is undertaken, in accordance with organisational procedures and instructions
 - 5.5 Seat belts are secured until clearance is obtained to commence movement within the helicopter, in accordance with organisational procedures, safe work practices and instructions from flight crew
 - 5.6 Seat belts remain secured until helicopter has landed and clearance is obtained to commence movement within the helicopter
- 6 Perform maintenance on equipment**
- 6.1 Equipment is inspected and maintenance is performed, in accordance with organisational procedures and manufacturers' guidelines
 - 6.2 Damage to equipment is reported to the supervisor for repair, replacement or disposal
 - 6.3 Maintenance or damage to equipment is documented and reported, in accordance with organisational 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.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

general helicopter safety briefing must be conducted by

- air base or helibase manager
- crew person
- pilot

pre-mission briefing must be given by

- hover-exit crew leader

pre-flight safety briefing must be given by

hover-exit operations must include

- air crew member
- assistance from a helicopter for crew person
- conducting hover-exit operations from helicopter approved by the organisation
- transfer of equipment and firefighting crew between the helicopter and ground

Unit Mapping Information

This unit replaces and is equivalent to PUAFIR216 Undertake hover-exit operations from helicopter.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAFIR211 Undertake hover-exit operations from helicopter

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements, performance criteria and range of conditions on at least one occasion and includes

- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements
- demonstrating hover-exit procedures for exiting from different heights
- following instructions and procedures within helicopter
- implementing legislative, regulatory, organisational and operational procedures
- implementing emergency procedures
- loading hover-exit personnel and equipment into helicopter
- minimising movement during ascent and descent from helicopter
- participating in briefings and debriefings
- preparing for hover-exit operations from helicopter
- preparing to exit from hovering helicopter
- preparing, inspecting, carrying and stowing equipment prior to, during and following exiting from helicopter
- reporting accidents and incidents
- responding to emergency commands
- working as a team member in transferring personnel and equipment between helicopter and ground

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements, performance criteria and range of conditions and includes knowledge of

- categories of helicopters used by emergency service organisations for conducting hover-exit operations
- characteristics, limitations and operating principles of hover-exit equipment
- characteristics, limitations and operating principles of hover-exit operations
- personal protective clothing and equipment

- correct methods for carrying various types of equipment on a helicopter
- general safety, pre-mission and pre-flight safety briefing format and content
- inspection of equipment and maintenance procedures
- organisational documentation and regulatory reporting arrangements
- organisational policies and procedures including emergency command and safety and emergency procedures
- safe work practices when working in and around helicopters
- site selection for hover-exits
- types of landing techniques
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements including risk mitigation

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 industry approved simulated workplace operational situations that reflect workplace conditions.

Competency should be assessed on the job or in a range of simulated hover-exit or entry activities.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - area to conduct operations, helicopter, briefing reports and appropriate personnel
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

SITHFAB002 Provide responsible service of alcohol

Modification History

| Version | Comments |
|-------------------------------------|--|
| Release 1.0 updated on 2 March 2023 | Minor changes to Knowledge Evidence in Assessment Requirements |

Application

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale or service of alcohol.

Certification requirements differ across states and territories. In some cases all people involved in the sale, service and promotional service of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.

This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.

Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

Pre-requisite Unit

Nil

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Sell or serve alcohol responsibly.
2. Assist customers to drink within appropriate limits.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.
- 1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service.
- 1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation.
- 1.4. Assist customers with information on the range of non-alcoholic beverages available for purchase.
- 1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service.
- 2.1. Prepare and serve standard drinks or samples according to industry requirements and professional standards.
- 2.2. Use a professional manner to encourage customers to drink within appropriate limits.
- 2.3. Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
- 2.4. Monitor emotional and physical state of customers for

- signs of intoxication and effects of illicit or other drug use.
- 2.5. Where appropriate, offer food and non-alcoholic beverages.
 - 2.6. Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.
3. Assess alcohol affected customers and identify those to whom sale or service must be refused.
 - 3.1. Assess intoxication levels of customers using appropriate methods.
 - 3.2. When assessing intoxication, take into account factors that may affect individual responses to alcohol.
 - 3.3. Identify customers to whom sale or service must be refused according to state and territory legislation.
 4. Refuse to provide alcohol.
 - 4.1. Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage.
 - 4.2. Provide appropriate assistance to customers when refusing service.
 - 4.3. Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations.
 - 4.4. Use appropriate communication and conflict resolution skills to handle difficult situations.
 - 4.5. Refer difficult situations beyond the scope of own responsibility to the appropriate person.
 - 4.6. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- Reading skills to:
- read at times complex information in:
 - general regulatory and advisory information issued by local, or state and territory liquor licensing authorities
 - in house policies and procedures
 - specific provisions of relevant state or territory legislation and

- licensing requirements
- read a range of identification (ID) and proof of age documents, statutory signage, and warning signs and wording within in house policies and procedures.
- Oral communication skills to:
- provide complex information on responsible service of alcohol laws in a way that is easily understandable for customers
 - speak firmly and clearly with intoxicated customers in a manner that de-escalates conflict.
- Numeracy skills to:
- measure and calculate standard drinks or samples
 - determine customer's age from date of birth on ID and proof of age documents.
- Learning skills to:
- source relevant information on laws, regulations and codes of practice or conduct relating to responsible service of alcohol and continuously update knowledge of changes in that information.
- Teamwork skills to:
- share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.
- Self-management skills to:
- deal with hostile and uncooperative customers in a professional manner and in line with organisational procedures.

Unit Mapping Information

SITHFAB201 Provide responsible service of alcohol

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHFAB002 Provide responsible service of alcohol

Modification History

| Version | Comments |
|-------------------------------------|--|
| Release 1.0 updated on 2 March 2023 | Minor changes to Knowledge Evidence in Assessment Requirements |

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret the legal requirements for responsible sale or service of alcohol for the local state or territory law
- document organisational policies and procedures that must be followed for the responsible sale or service of alcohol
- identify at least three early indicators of intoxication and identify suitable intervention strategies to prevent intoxication
- demonstrate procedure to refuse sale or service of alcohol and assist each of the following groups of intoxicated customers:
 - those in emotional or physical distress
 - those with no food consumption during extended service of alcohol
 - those who appear to be under the effect of illicit substances or other drugs
- demonstrate organisational or house requirements and use effective communication and conflict-resolution skills when asking the following different intoxicated customers to leave the premises:
 - one compliant customer
 - one difficult customer refusing to leave.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- public interest reasons for implementing responsible service of alcohol (RSA) practices:
 - government and community concern with alcohol misuse and abuse
 - alcohol-impaired driving accidents, crime, public violence, family violence and anti social behaviour associated with alcohol abuse
- ways of assessing intoxication:

- observing changes in behaviour
- observing emotional and physical state
- monitoring noise levels and drink purchases
- customers to whom sale or service must be refused according to state and territory legislation:
 - minors and those purchasing on behalf of minors
 - intoxicated persons
 - persons affected by the consumption of illicit and other drugs
- impact of excessive drinking on:
 - local neighbourhood and community
 - the night-time economy
 - premises and staff
 - customers
 - particular types of customers who are at heightened risk:
 - minors
 - people affected by the consumption of illicit and other drugs
 - women, particularly pregnant women
 - young people
 - physical and mental health of individuals who drink to excess
 - productivity of individuals who drink to excess
 - those around the person drinking to excess:
 - family
 - friends
 - colleagues
 - government agencies:
 - local police
 - health facilities
 - road authorities
 - local councils
- key agencies and how to source relevant information on laws, regulations and codes of practice or conduct
- methods of supplying information on responsible sale or service of alcohol to customers:
 - use of fact sheets and advertising material that comply with legislative requirements
 - use of mandatory signage
 - verbally
 - websites
- current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
- effects of alcohol on:
 - emotional state

- health
- physical alertness
- factors that affect individual responses to alcohol:
 - food consumption
 - gender
 - general health
 - rate of consumption
 - other substances taken
 - weight
- time for effects of alcohol to be registered
- what constitutes a standard drink for different beverage types and acceptable measures of alcohol:
 - types and strengths of standard drinks
 - alcoholic percentages of a range of frequently sold alcoholic beverages
- indicators of erratic drinking patterns:
 - mixing a wide range of drink types
 - drinking quickly and asking for more immediately
 - ordering more than one drink for own consumption
 - mixing alcohol consumption with consumption of prescription or illicit drugs
 - consistently returning to the tasting site to request more samples
 - ordering multiple samples
 - ordering large samples
 - ordering 'triple shots' or extra-large drinks
- ways of assessing customers affected by the consumption of illicit and other drugs
- communications methods used when refusing service:
 - using open and non-aggressive body language
 - using a number of strategies to defuse a situation:
 - taking the person away from an audience
 - blaming the refusal on 'the law'
 - monitoring the reactions of other customers
 - picking early warning signs and intervening before the person is intoxicated
 - not using physical touch or body language
 - remaining calm and using tactful language
- appropriate means of assistance to be offered when refusing service:
 - assisting the customer to connect with their designated driver
 - offering alternatives to alcohol:
 - food
 - non-alcoholic drinks
 - organising transport for customers wishing to leave
 - providing information on taxis

- principles of responsible delivery of packaged liquor:
 - ensuring adequate instruction to person delivering liquor
 - seeking proof that the delivery is being received by a person over the age of 18
 - procedures for delivering alcohol to an unoccupied premises
- principles of responsible service of alcohol, and their purpose and benefits
- principles of harm minimisation and community safety described in the jurisdiction's liquor legislation
- strategies to minimise the harm associated with liquor abuse:
 - those laid down in legislation and codes of conduct developed by government agencies and industry groups
 - organisational policies that are designed to reduce the harm associated with liquor abuse
- key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility in licensed premises and the following general requirements of liquor legislation and information that must be customised for each State or Territory:
 - legislative definition of intoxication; intoxicated person and unduly intoxicated
 - role of individual staff members and supervisors or managers in providing responsible service of alcohol, and seller or server duty of care and liability
 - requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the organisation
 - requirements for mandatory content of warning signs and wording in advertising or promotional material of any form
 - requirements relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail
 - requirements for proof of age and obligations to minors under local legislation
 - provisions for retaining and reporting falsified proof of age documents
 - provisions for requiring someone to leave the premises
 - transportation options for customers who have been removed from the premises
 - procedures for barring customers from premises
 - opening and closing hour provisions
 - requirements for monitoring noise and disturbances in and around licensed premises
 - requirements described by an in house policy, standard or code of practice or conduct for patrons and RSA staff in regard to responsible serving principles adopted by venue management
 - organisational training and training record keeping requirements to maintain currency in RSA certification
 - products that are banned or undesirable when responsibly selling or serving alcohol
 - personal and business implications of breaching any laws, regulations, government or industry-driven codes of practice or conduct
 - offences relating to the sale or service of alcohol and ramifications of non-compliance with the law and industry codes for the organisation, licensee and individual staff members

- legal restrictions on alcohol use customised to state or territory legislation
- intoxication provisions of liquor licensing laws
- legal drink and drive limits customised to state or territory legislation
- organisation specific policies and procedures for the responsible sale or service of alcohol.

Assessment Conditions

Skills must be demonstrated in an operational hospitality environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- measures used to serve standard drinks or samples
- organisation specifications:
 - signage:
 - signs that comply with wording required by legislation
 - standard promotional signs issued by the relevant state or territory licensing authority
 - warning notices within any form of advertising
 - information and plain English fact sheets distributed by government regulators and industry bodies
 - contact information on taxis and available transport options for intoxicated customers
- industry-realistic range of customers to whom alcohol is sold or served; these can be:
 - customers in an industry workplace during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL007 Process reservations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism, travel, hospitality or events product or service offered for sale to agents or direct to the customer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit covers the required skills to manage reservations and not the related sales and computer skills that are found in other units.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. It applies to those operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This includes airlines, vehicle rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers, and attractions and theme parks.

The unit applies to those personnel who operate with some level of independence and under limited supervision. This includes reservations sales agents, reservations consultants, call centre consultants, booking officers, and business owner-operators.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

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. Receive reservation request. | 1.1.Determine availability of requested reservation and advise customer. 1.2.Offer alternatives for unavailable reservations, including waitlist options. 1.3.Answer enquiries regarding costs and other product features. |
| 2. Record details of reservation. | 2.1.Record customer details against reservation to allow correct interpretation by other operational personnel. 2.2.Enhance customer service and operational efficiency by using available customer profile or history. 2.3.Record any special requests. 2.4.Confirm all details with customer, and then confirm their understanding and agreement. 2.5.File reservation according to system and procedural requirements and provide customer with reference code. 2.6.Prepare and issue documents tailored to customer reservation. |
| 3. Update reservations. | 3.1.Retrieve reservation data. 3.2.Update financial status of reservation. 3.3.Accept, process and record any customer requests for amendments or cancellations. 3.4.Provide details of amendment or cancellation conditions and charges and confirm customer understanding and agreement. |
| 4. Advise others of reservation details. | 4.1.Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues. 4.2.Compile and provide reservation statistics. 4.3.Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- Reading skills to:
- interpret customer files and profiles, customer requests, and

- Writing skills to:
- complex product and costing information.
 - complete customer files accurately and legibly
 - succinctly document complex customer requests
 - document any specific conditions applicable to a reservation.
- Oral communication skills to:
- elicit information from customers about their requirements
 - respond to customers, giving clear sequenced information on product information and reservation options.
- Technology skills to:
- manipulate features of online reservation systems.

Unit Mapping Information

SITTTSL305 Process reservations

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL007 Process reservations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- receive and process at least five different reservations, recording the following details:
 - names and numbers of customers
 - arrival and departure details, times and locations
 - payment arrangements
 - details of particular operational or service requirements specified
 - information for a style of customer, such as special interest groups or those with VIP status
 - loyalty programs
 - special needs
 - special requests, such as bedding, dietary requirements, and request for special services
- issue the following documents tailored to each of the above customer reservations as applicable:
 - confirmation letter
 - credit note
 - information pack
 - invoice
 - receipt
 - service voucher
- update financial status of above reservations, including as applicable:
 - checking and recording that the reservation has been:
 - deposited
 - fully paid
 - checking correct method of payment
 - generating and issuing invoices and credit notes for changed reservations
 - inputting method of payment
 - receiving, processing and recording payments
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different sources of reservations, and the industry and organisational relationships that exist
- different methods customers use to make reservations:
 - email
 - face to face
 - online
 - telephone
- specific industry sector:
 - different types of reservations and operations systems used
 - customer information required to record details
 - information contained within customer profiles
 - information required by other departments to deliver products and services
 - reservation statistics and their uses
- specific organisation:
 - features of products sold and specific costs
 - protocols and procedures relating to documentation to be provided to customers in relation to above reservations
- formats and inclusions used in reservations documents, confirmation letters and invoices, and styles that cater for those with special needs.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that receives and processes reservations. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- a reservations system currently used by tourism, travel, hospitality or event industry operators to control the reservations function for the supply of their product or service
- internet and email
- printers
- storage for computer data
- telephone
- generic computer software and applications:
 - computer operating system
 - databases

- spreadsheets
- word processing
- current commercial reservations documentation, confirmation letters, invoices and credit notes
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL009 Process travel-related documentation

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to process a range of travel and tourism documentation. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. This unit applies to all organisations where travel and tourism documents, including air tickets, are issued to customers, suppliers and sometimes to tour delivery staff.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers, and operations coordinators. Some larger organisations support a documentation department staffed by entry-level documentation officers who may require more supervision.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

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. Interpret information required for processing documentation.

- 1.1. Identify deadline for preparing and issuing documents.
- 1.2. Interpret existing reservation data to identify all customer details.
- 1.3. Identify and interpret details of specific products and services confirmed to customer and check prices quoted.
- 1.4. Identify confirmed bookings held for customers and check costs quoted by product and service suppliers.
- 1.5. Identify sources of general information required to issue necessary documents.
- 1.6. Check payment status of customer files and take appropriate action.
- 1.7. Check for and report any discrepancies in costs and take required action.
- 1.8. Identify operational documents required by personnel involved in delivering the product.

2. Process documentation.

- 2.1. Prepare accurate documentation within designated timeframes.
- 2.2. Record required details on documentation with accuracy and according to applicable product conditions.
- 2.3. Calculate supplier costs and record in supplier documents.
- 2.4. Action supplier payments within designated deadline.
- 2.5. Check all documentation for accuracy prior to issue and amend as necessary.
- 2.6. Process, file and despatch copies of documents according to organisation and supplier requirements.

3. Finalise processing of documentation.

- 3.1. Issue documents and reissue as required.
- 3.2. Process required refunds or additional payments according to product conditions.
- 3.3. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
|------------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> interpret customer reservation and operational data, and complex itineraries and product information. |
| Writing skills to: | <ul style="list-style-type: none"> record accurate and clearly expressed travel-related documents. |
| Oral communication skills to: | <ul style="list-style-type: none"> discuss customer data and cost discrepancies with colleagues or supervisors. |
| Numeracy skills to: | <ul style="list-style-type: none"> calculate costs quoted to the customer use the 24-hour clock in a written context and then translate it to the 12-hour clock for customer use issue documents with correct monetary value. |
| Planning and organising skills to: | <ul style="list-style-type: none"> prepare and issue documents in correct customer file sequence according to the earliest service dates for customers. |
| Technology skills to: | <ul style="list-style-type: none"> use calculators, computers, software programs and printers when preparing documents. |

Unit Mapping Information

SITTTSL307 Process travel-related documentation

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL009 Process travel-related documentation

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret and confirm reservation data for at least three different confirmed customer bookings, including at least one international and one domestic booking
- for each of the above customer bookings, accurately process both paper-based and electronically transmitted documentation as applicable relating to a travel and tourism product or service, using at least three types of documentation as specified in the knowledge evidence
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different types of reservations and operations systems used to issue above travel-related documentation
- sources of general information:
 - air travel information:
 - airline schedules and timetables
 - airline fare manuals
 - tariffs from airlines
 - tariffs from consolidators
 - special bulletins issued by airlines and consolidators
 - brochures
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
 - contracts with suppliers
 - database of product suppliers and their details
 - internet sites
 - price schedules
 - timetables

- visa guides
- sources of information for:
 - customer details
 - supplier details
 - agent details
 - product information
 - product costs
 - document delivery details
- customer details required for processing travel-related documentation:
 - address for delivery of documents
 - age
 - agent details
 - date required for delivery of documents
 - name
 - special requirements to be noted on documents
- types of documentation:
 - air travel documents:
 - e-tickets
 - multi-purpose documents (MPD)
 - credit card charge forms (CCCF)
 - exchange tickets
 - briefing notes for crew
 - bus, coach or other form of transportation tickets
 - commission vouchers
 - confirmation letters
 - delegate information packs
 - letter of commission disclosure
 - letters advising sources of information relating to health, safety and regulatory issues for the customer's attention
 - letters outlining terms, conditions and liability restrictions
 - meeting or event confirmation letters
 - operational itineraries for crew
 - passenger itineraries
 - passenger lists
 - product disclosure statements
 - rooming lists
 - sales returns
 - travel insurance documentation
 - traveller's cheque requests
 - visa and passport forms

- vouchers for tourism products or services
- specific industry sector:
 - documentation types and standard formats
- documentation requirements for:
 - conferences
 - groups
 - guests or delegates
 - incentive tours
 - inclusive tours or optional tours
 - individual customers
 - meetings
 - multiple products and services making up a complete itinerary
 - one-off touring arrangements
 - series tours
 - single product or service
- specific organisation:
 - negotiated supplier costs and contractual arrangements for payments
 - features of products sold
 - formats and inclusions used in customer, supplier and crew documents, vouchers, and rooming lists
 - procedures and methods for paying suppliers
- processes involved in actioning supplier payments:
 - issuing an electronic miscellaneous document (EMD)
 - requesting payment from the accounts department
 - self-administering the payment
 - sending payment by cheque or electronic transmission.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that processes travel-related documents. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- customer and operational files providing reservation and operational information for issuing documentation
- computers, printers and software programs currently used by the tourism, hospitality or event industries to administer travel and tourism documents

- current product information found in sales kits, brochures, timetables, tour schedules, product manuals, supplier information kits, information databases and CRS
- current template documents for each of the documents listed in the knowledge evidence
- where assessment covers air documents and tickets:
 - current airline, consolidator and International Air Transport Association (IATA) documentation or computer data, tariffs and bulletins outlining rules, conditions and regulations
 - IATA actual or training facsimile air documentation
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL010 Use a computerised reservations or operations system

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for products and services. The unit covers the required computer skills to use all system functions and capabilities and not the related sales skills, which are found in other units.

The unit applies to any tourism, travel, hospitality or event industry sector and any computerised system used to manage international or domestic product sales.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, and reservations sales agents.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Access and manipulate system information.
2. Use computer system features to create and administer reservations.
3. Send and receive communications.
4. Administer sales and operations functions using the system.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and interpret system displays.
- 1.2. Use system features to access a range of information.
- 2.1. Check availability of required product or service according to system functions.
- 2.2. Create new reservations containing accurate customer details.
- 2.3. Input customer details in the format required by the system.
- 2.4. Retrieve bookings using the format required by the system.
- 2.5. Make and save accurate updates and amendments to reservations.
- 2.6. Reinstate, duplicate or split reservations as required.
- 2.7. Save, print and file required reservation details.
- 3.1. Create and process accurate communications to industry colleagues using system functions.
- 3.2. Access and interpret communications from industry colleagues.
- 4.1. Use system capabilities to manage the particular sales or operational need.
- 4.2. Use system capabilities to manage required accounting processes for reservations.
- 4.3. Produce reports to meet sales and operational needs.
- 4.4. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
|------------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none">• interpret system codes, abbreviations and complex product information controlled by the system, which can include costs, terms and conditions of sale. |
| Writing skills to: | <ul style="list-style-type: none">• input accurate customer or operational details• create accurate and succinct notes for special requests or operational details. |
| Numeracy skills to: | <ul style="list-style-type: none">• manage accounting processes for particular reservations• interpret statistical data within various reports. |
| Problem-solving skills to: | <ul style="list-style-type: none">• identify, report or resolve system failures and inaccurate product information. |
| Planning and organising skills to: | <ul style="list-style-type: none">• meet system-created deadlines for payments and issuing documents. |
| Technology skills to: | <ul style="list-style-type: none">• use a computer and keyboard• use capabilities and functions of a reservations or operations system. |

Unit Mapping Information

SITTSL308 Use a computerised reservations or operations system

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL010 Use a computerised reservations or operations system

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- operate a computerised reservations or operations system to create and administer at least five different product or service reservations or operations from the following list:
 - accessing product information
 - booking a supplier service for a customer
 - constructing airfares
 - hiring special equipment
 - issuing air tickets, crew documentation, or customer documentation
 - planning functions
 - preparing quotations
 - processing and monitoring event registrations
 - providing specific product information and advice for destinations, foods and beverages, or events and functions
 - purchasing promotional products
 - selling tourism, hospitality or event products to the customer
- demonstrate the correct use of the full range of features when completing each of the above activities
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific industry sector:
 - different types of computer systems used for reservations and operations
 - products and services controlled by different computer systems
 - reservations terminology and jargon
 - role of computerised reservations and operations systems
- systems:
 - any organisation-specific computerised reservations or operations system

- industry-wide systems used by agencies when booking supplier services:
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
- industry-wide systems used by:
 - accommodation providers
 - holiday parks and resorts
 - inbound tour operators
 - outbound tour wholesalers
 - meetings and events management organisations
 - tour operators
 - vehicle rental companies
- operations-based
- property management system (PMS)
- reservations-based
- types of reservations:
 - inbound, for the supply of products and services by principals or suppliers:
 - accommodation providers
 - airlines
 - attractions
 - cruise operators
 - event staging businesses
 - function venues
 - holiday parks and resorts
 - meeting, conference and exhibition venues
 - outbound tour wholesalers
 - restaurants
 - tour operators
 - vehicle rental companies
 - outbound to book supplier service from:
 - event management companies
 - inbound tour operators
 - outbound tour wholesalers
 - retail travel agencies
- customer groups for whom reservations are made:
 - business travellers
 - events attendees
 - groups
 - inbound tourists
 - individuals
 - meetings and conference delegates

- tour guides, crew and other touring personnel
- tourists travelling domestically or internationally
- specific reservations and operations system:
 - sales, operational and accounting functions that can be controlled by the system
 - system codes for and requirements to enter and exit a system
 - reservation and operational jargon and entries, encodes and decodes
 - mandatory fields
 - specific formatted entries
 - system requirements for:
 - confirming, storing and retrieving reservations or operational data
 - amending and cancelling reservations
 - sending and receiving messages
 - diary entries and use of system-created deadlines for payments and issuing documents
 - use of the following reports required for product or service reservations or operations specified in performance evidence above:
 - accounting
 - business forecasts
 - cost comparisons for various product suppliers
 - customer activity
 - event attendance and registration
 - reservation activity
 - sales total and, sales generated by individual staff members and sales mix
 - specific to a department
 - usage rates for various product suppliers
 - used to determine currency of information held in the system
 - used to negotiate rates
- updates and amendments made through computerised reservations or operations systems:
 - adding additional customers
 - cancelling a booking
 - changing an itinerary by adding or deleting products or services
 - changing customer names, if permitted
 - cross-referencing multiple bookings
 - duplicating a booking
 - entering:
 - invoicing details
 - payment details
 - ticketing or voucher details
 - reinstating a booking
 - splitting an existing reservation
- accounting processes for which computerised reservation or operations systems are used:

- issuing:
 - credit notes
 - gift vouchers
 - internal events or function orders
 - internal purchase orders
 - invoices
- managing the receipt of customer payments and refunds
- reconciling all financial transactions.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that uses a computerised reservations system to administer sales or operational functions. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- reservations for products or services for which the computerised reservations or operations system must be used
- a computerised reservations or operations system currently used in the tourism, travel, hospitality or event industries to administer sales and operational functions.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL011 Source airfares for domestic flights

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and source airfares for domestic air travel. It requires the ability to interpret flight information and conditions applicable to specific fares and to quote on airfares that meet customer needs.

The unit applies to tourism and travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, consolidator ticketing officers and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|---|--|
| outcomes. | demonstrate achievement of the element. |
| 1. Interpret domestic airfare information. | 1.1. Identify and access sources of fare information. 1.2. Interpret information on domestic flights, fares and conditions applicable to specific fares. |
| 2. Create domestic flight itineraries and airfares. | 2.1. Identify domestic flight options to meet customer needs. 2.2. Create flight itineraries and source airfares for direct and connecting domestic flights. 2.3. Source costs for promotional and sector fares. 2.4. Identify costs of concession fares. 2.5. Calculate taxes, fees and surcharges. 2.6. Check calculations for accuracy. 2.7. Compare domestic airfares and quote optimum airfare that meets customer needs. |
| 3. Document and maintain records of calculations. | 3.1. Record full details of the calculated airfare. 3.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
|------------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> interpret complex flight schedules, airline and consolidator fare schedules and applicable conditions research and sort relevant airfare information. |
| Writing skills to: | <ul style="list-style-type: none"> record accurate and legible records of fare calculations. |
| Numeracy skills to: | <ul style="list-style-type: none"> enter data from a number of sources and complete calculations and checks with that data identify and resolve mistakes in calculations. |
| Planning and organising skills to: | <ul style="list-style-type: none"> prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers. |
| Technology skills to: | <ul style="list-style-type: none"> use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers use calculators, computers, software programs and printers when preparing airfare calculations. |

Unit Mapping Information

SITTTSL309 Source airfares for domestic flights

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL011 Source airfares for domestic flights

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source domestic airfares to meet the requirements of five different customers
- source information for the above airfares using at least three of the following sources:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- interpret and explain to each of the above customers:
 - flight information
 - fare options
 - conditions applicable to specific fares
- create flight itineraries for each of the above customers
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information for:
 - domestic flight schedules:
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - domestic fares:
 - published fare types and classes
 - normal fares
 - concession fares
 - promotional fares currently available

- fare conditions
- payment and ticketing deadline
- taxes, fees and surcharges
- domestic airfare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket
 - refunds or credit notes in the event of cancellation
 - baggage allowance
 - cancellation charges
 - excess baggage charges
 - extensions to ticketing deadline
 - payment deadline
 - restricted articles in baggage
 - ticketing deadline
 - time limits for passenger name records (PNRs)
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- formats used to calculate and record airfares.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells domestic airfares. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate domestic airfare quotes
- current airline and consolidator documentation or computer data, published fares, schedules and bulletins outlining fares and conditions
- internet and email
- storage for computer data

- telephone
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL012 Construct normal international airfares

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and construct normal international airfares. It requires the ability to interpret flight information and conditions applicable to specific fares and to construct airfares that meet customer needs according to International Air Transport Association (IATA) regulations.

The unit applies to tourism or travel industry organisations that sell international airfares such as travel agencies, tour wholesalers, airlines and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, airline and consolidator ticketing officers, and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

| | |
|--|---|
| outcomes. | demonstrate achievement of the element. |
| 1. Interpret international airfare information. | 1.1. Identify and access sources of fare information. 1.2. Interpret information on international flights, fares, fare rules and conditions applicable to specific fares. |
| 2. Create international flight itineraries and airfares. | 2.1. Configure flight itineraries for direct and connecting international flights. 2.2. Calculate and check international fares according to IATA regulations. 2.3. Calculate sector fares and those with intermediate points. 2.4. Calculate concession fares. 2.5. Calculate taxes, fees and surcharges. 2.6. Create the optimum airfare that meets customer needs. 2.7. Check the airfare calculations for accuracy and compliance with applicable conditions. |
| 3. Document and maintain records of calculations. | 3.1. Record full details of the calculated airfare. 3.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
|------------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> • interpret complex flight schedules, airline and consolidator fare schedules, applicable conditions and IATA regulations • research and sort relevant airfare information. |
| Writing skills to: | <ul style="list-style-type: none"> • record accurate and legible fare calculations. |
| Numeracy skills to: | <ul style="list-style-type: none"> • enter data from a number of sources and complete complex calculations and checks with that data • identify and resolve mistakes in calculations and non-compliance with fare rules. |
| Planning and organising skills to: | <ul style="list-style-type: none"> • prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers. |
| Technology skills to: | <ul style="list-style-type: none"> • use appropriate technological devices to cost optimum airfares for customers • use calculators, computers, software programs and printers when preparing airfare calculations. |

Unit Mapping Information

SITTSL310 Construct normal international airfares

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL012 Construct normal international airfares

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- create practical air itineraries and construct normal international airfares to meet the requirements of five different customers, including:
 - at least one adult and one child airfare
 - at least one airfare for travel to each of the following destinations:
 - New Zealand
 - USA/Canada
 - Europe
 - Asia
 - Africa
 - South West Pacific
 - South America
- source information for the above itineraries and airfares using each of the following at least once across the above customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- demonstrate correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
 - neutral units of construction or currency (NUC) conversion
- interpret and document for each of the above customers:

- information on international fares, fare rules, conditions applicable to specific fares, and International Air Transport Association (IATA) regulations
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information for:
 - international flights:
 - route maps
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - international fares:
 - published fare types and classes
 - normal fares
 - carrier fares with carrier-based routings
 - fare conditions
 - fare rules
 - global indicators
 - IATA areas
 - IATA regulations
 - IATA terminology and definitions
 - international airline terminology
 - payment and ticketing deadline
 - taxes, fees and surcharges
- international fare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket
 - refunds or credit notes in the event of cancellation
 - baggage allowance
 - cancellation charges
 - excess baggage charges
 - extensions to ticketing deadline

- payment deadline
- restricted articles in baggage
- ticketing deadline
- time limits for passenger name records (PNRs)
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- key elements of and procedures for international fare calculations and checks involving:
 - identifying fare basis code and fare type code
 - GI
 - LCF
 - mileage system:
 - MPMs
 - TPMs
 - EMA
 - EMS
 - NUC conversion
 - re-routing
- formats used to calculate and record international airfares:
 - the ladder and linear fare calculation methods.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells international airfares. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate international airfare calculations
- current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations
- internet and email
- storage for computer data
- telephone
- customers with whom the individual can interact; these can be:

- customers in an industry workplace who are assisted by the individual during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL013 Construct promotional international airfares

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | Pre-requisite added: SITTTSL012 Construct normal international airfares |

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and construct promotional or 'special' international airfares. It requires the ability to interpret flight information and conditions applicable to specific fares and to construct airfares that meet customer needs according to International Air Transport Association (IATA) regulations.

The unit applies to tourism or travel industry organisations that sell international airfares such as travel agencies, tour wholesalers, airlines and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, airline and consolidator ticketing officers, and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITTTSL012 Construct normal international airfares

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Interpret promotional international airfare information.
2. Create promotional international flight itineraries and airfares.
3. Document and maintain records of calculations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and access sources of fare information.
- 1.2. Interpret information on international flights, fares, fare rules and conditions applicable to specific fares.
- 2.1. Configure flight itineraries for direct and connecting international flights.
- 2.2. Calculate and check promotional international fares according to IATA regulations.
- 2.3. Calculate sector fares and those with intermediate points.
- 2.4. Calculate concession fares.
- 2.5. Calculate taxes, fees and surcharges.
- 2.6. Create the optimum airfare that meets customer needs.
- 2.7. Check the airfare calculations for accuracy and compliance with applicable conditions.
- 3.1. Record full details of the calculated airfare.
- 3.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|---------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> • interpret complex flight schedules, airline and consolidator fare schedules, applicable conditions and IATA regulations • research and sort relevant airfare information. |
| Writing skills to: | <ul style="list-style-type: none"> • record accurate and legible fare calculations. |
| Numeracy skills to: | <ul style="list-style-type: none"> • enter data from a number of sources and complete complex calculations and checks with that data • identify and resolve mistakes in calculations and non-compliance with fare rules. |
| Planning and | <ul style="list-style-type: none"> • prepare fare quotations in correct customer file sequence |

organising skills to: according to the earliest departure dates for customers.

Technology skills to:

- use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers
- use calculators, computers, software programs and printers when preparing airfare calculations.

Unit Mapping Information

SITTSL311 Construct promotional international airfares

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL013 Construct promotional international airfares

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | Pre-requisite added: SITTTSL012 Construct normal international airfares |

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- create practical air itineraries and construct promotional international airfares to meet the requirements of eight different customers, including:
 - at least one adult and one child airfare
 - at least one airfare for travel to each of the following destinations:
 - New Zealand
 - USA/Canada
 - Europe
 - Asia
 - Africa
 - South West Pacific
 - South America
- source information for the above itineraries and airfares using each of the following at least once across the eight customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- demonstrate correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)

- extra mileage allowance (EMA)
- excess mileage surcharges (EMS)
- neutral units of construction or currency (NUC) conversion
- interpret and document for each of the above customers:
 - information on international fares, fare rules, conditions applicable to specific fares, and International Air Transport Association (IATA) regulations
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information for:
 - international flights:
 - route maps
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - international fares:
 - published fare types and classes
 - concession fares
 - promotional fares currently available
 - carrier fares with carrier-based routings
 - fare conditions
 - fare rules
 - global indicators
 - IATA areas
 - IATA regulations
 - IATA terminology and definitions
 - international airline terminology
 - payment and ticketing deadline
 - taxes, fees and surcharges
- international fare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket

- refunds or credit notes in the event of cancellation
- baggage allowance
- cancellation charges
- excess baggage charges
- extensions to ticketing deadline
- payment deadline
- restricted articles in baggage
- ticketing deadline
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- key elements of and procedures for advanced fare calculations and checks involving:
 - compliance with indirect travel limitations rule
 - GI
 - identifying fare basis code and fare type code
 - journeys commencing outside the country of sale
 - LCF
 - mileage system:
 - EMS
 - EMA
 - MPMs
 - TPMs
 - NUC conversion
 - re-routing
- formats used to calculate and record promotional international airfares:
 - the ladder and linear fare calculation methods.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells international airfares. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate promotional international airfare calculations

- current airline, consolidator and IATA documentation or computer data, such as published fares, schedules and bulletins outlining fares, rules, conditions and regulations
- internet and email
- storage for computer data
- telephone
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

SITTTSL014 Construct advanced international airfares

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and construct complex fares using advanced international airfare rules and procedures. It requires the ability to interpret flight information and conditions applicable to specific fares and to construct airfares that meet customer needs according to International Air Transport Association (IATA) regulations.

The unit applies to tourism and travel industry organisations that sell international airfares such as travel agencies, tour wholesalers, airlines and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, airline and consolidator ticketing officers, and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

SITTTSL012 Construct normal international airfares

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

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. Create complex international flight itineraries and airfares. | <p>1.1. Configure flight itineraries and apply minimum fare checks to appropriate itineraries.</p> <p>1.2. Calculate and check complex international fares according to IATA regulations.</p> <p>1.3. Calculate through fares, incorporating add-ons and those with intermediate points.</p> <p>1.4. Calculate taxes, fees and surcharges for all itineraries.</p> <p>1.5. Calculate pre-paid ticket advice for journeys commencing outside the country of sale according to IATA regulations.</p> |
| 2. Construct mixed class fares. | <p>2.1. Identify options where mixed class combinations are allowed and appropriate to meet customer needs.</p> <p>2.2. Calculate mixed class fares according to IATA regulations.</p> |
| 3. Apply indirect travel limitation rules. | 3.1. Accurately calculate sector journeys and side trips according to IATA regulations. |
| 4. Construct fares incorporating add ons. | <p>4.1. Correctly interpret add-on tables.</p> <p>4.2. Calculate through fares, incorporating add-ons according to IATA regulations.</p> |
| 5. Construct round the world journeys. | <p>5.1. Identify situations where round the world fares are appropriate to meet customer needs.</p> <p>5.2. Accurately calculate round the world fares according to IATA regulations.</p> |
| 6. Construct fares for open jaw journeys. | <p>6.1. Identify options where open jaw journeys are allowed and appropriate to meet customer needs.</p> <p>6.2. Accurately calculate round, circle and open jaw fares according to IATA regulations.</p> |
| 7. Apply the pricing unit concept. | <p>7.1. Divide a single or return fare journey into separate pricing units.</p> <p>7.2. Calculate the lowest combination of fares for a series of pricing units.</p> |
| 8. Document and maintain records of calculations. | <p>8.1. Record full details of the calculated airfares.</p> <p>8.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste.</p> |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none">• interpret complex flight schedules, airline and consolidator fare schedules, applicable conditions and IATA regulations• research and sort relevant airfare information. |
| Writing skills to: | <ul style="list-style-type: none">• record accurate and legible fare calculations. |
| Numeracy skills to: | <ul style="list-style-type: none">• enter data from a number of sources and complete complex calculations and checks with that data• identify and resolve mistakes in calculations and non-compliance with fare rules. |
| Planning and organising skills to: | <ul style="list-style-type: none">• prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers. |
| Technology skills to: | <ul style="list-style-type: none">• use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers• use calculators, computers, software programs and printers when preparing airfare calculations. |

Unit Mapping Information

SITTSL312 Construct advanced international airfares

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL014 Construct advanced international airfares

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- create practical air itineraries and construct complex international airfares to meet the requirements of eight different customers, including:
 - at least one adult and one child airfare
 - at least one airfare for travel to each of the following destinations:
 - New Zealand
 - USA/Canada
 - Europe
 - Asia
 - Africa
 - South West Pacific
 - South America
- source information for the above itineraries and airfares using each of the following at least once across the eight customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - internet
- demonstrate the correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - lowest combination principle (LCP)
 - mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
 - neutral units of construction or currency (NUC) conversion
- interpret and document for each of the above customers:

- information on international fares, fare rules, conditions applicable to specific fares, and International Air Transport Association (IATA) regulations
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information for:
 - international flights:
 - route maps
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - international fares:
 - published fare types and classes
 - concession fares
 - carrier fares with carrier-based routings
 - fare conditions
 - fare rules
 - global indicators
 - IATA areas
 - IATA regulations
 - IATA terminology and definitions
 - international airline terminology
 - payment and ticketing deadline
 - taxes, fees and surcharges
- international fare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket
 - refunds or credit notes in the event of cancellation
 - baggage allowance
 - cancellation charges
 - excess baggage charges
 - extensions to ticketing deadline

- payment deadline
- restricted articles in baggage
- ticketing deadline
- time limits for passenger name records (PNRs)
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- key elements of and procedures for advanced fare calculations and checks involving:
 - compliance with indirect travel limitations rule
 - GI
 - identifying fare basis code and fare type code
 - journeys commencing outside the country of sale
 - LCP
 - LCF
 - mileage system:
 - EMS
 - EMA
 - MPMs
 - TPMs
 - NUC conversion
 - re-routing
- formats used to calculate and record advanced international airfares:
 - the ladder and linear fare calculation methods.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells complex international airfares. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate advanced international airfare calculations
- current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations
- internet and email

- storage for computer data
- telephone
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

TAEASS301 Contribute to assessment

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to contribute to the assessment process.

It applies to a person with technical or vocational expertise who is in a supervisory or mentoring/coaching work role, and for whom collecting the evidence for assessment is an adjunct to principal work responsibilities. The unit applies to those involved in collecting evidence for assessment against units of competency or accredited courses.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| 1. Clarify role and responsibilities in the assessment process | <p>1.1 Discuss and confirm the purpose of the assessment with relevant people</p> <p>1.2 Discuss and confirm benchmarks for assessment with the qualified assessor</p> <p>1.3 Access, read and clarify assessment plan with the qualified assessor</p> <p>1.4 Discuss and agree with the qualified assessor specific responsibilities in gathering evidence, and the types of evidence to be gathered</p> |
| 2. Confirm organisational arrangements for evidence gathering | <p>2.1 Access and confirm relevant assessment system policies and procedures, organisational, legal and ethical requirements, and other relevant advice on assessment</p> <p>2.2 Clarify the nominated assessment tools and methods for collecting evidence with the qualified assessor, to ensure that the procedures to be followed, and the instruments to be used are clear</p> <p>2.3 Discuss and confirm with the relevant people the assessment context, including the candidate's characteristics and any need for reasonable adjustments</p> <p>2.4 Confirm and arrange resource requirements in consultation with relevant people</p> |
| 3. Collect evidence in accordance with the assessment plan | <p>3.1 Explain the assessment process to the candidate, including the different responsibilities of the parties involved, and refer any candidate issues or concerns to the qualified assessor, prior to undertaking assessment activities</p> <p>3.2 Use assessment instruments to gather quality evidence within the available time and resources, according to organisational, legal and ethical requirements</p> |
| 4. Record and report findings | <p>4.1 Organise and provide evidence to the qualified assessor in a format suitable for analysis according to the assessment system's policies and procedures</p> <p>4.2 Actively seek feedback from the qualified assessor on whether evidence-gathering activities meet the principles of assessment, and whether the evidence collected meets the rules of evidence</p> <p>4.3 Document areas for improvement in collecting evidence for future assessment activities</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Learning | 4.2 | <ul style="list-style-type: none"> Seeks feedback to build knowledge to improve process and professional practice |
| Reading | 1.3, 2.1, 2.2, 2.4, 3.2 | <ul style="list-style-type: none"> Sources and interprets procedural, and compliance information |
| Writing | 1.1, 1.2, 1.3, 2.1, 2.3, 2.4, 3.2, 4.1, 4.3 | <ul style="list-style-type: none"> Completes workplace documentation accurately using the appropriate language |
| Oral Communication | 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.1 | <ul style="list-style-type: none"> Communicates information and process requirements clearly, based on techniques appropriate to the audience and environment Uses appropriate speaking and listening techniques to obtain specific information, and to support the assessment process |
| Navigate the world of work | 2.1, 2.2, 3.2, 4.1 | <ul style="list-style-type: none"> Accesses, confirms and takes responsibility for adherence to policies, procedures, and legal and ethical requirements |
| Interact with others | 4.2 | <ul style="list-style-type: none"> Asks questions to clarify understanding, and seeks feedback and further information |
| Get the work done | 3.1, 4.1 | <ul style="list-style-type: none"> Organises work according to defined requirements, taking some responsibility for decisions regarding the format of information |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---------------------------------------|--|---|---------------------------|
| TAEASS301 Contribute to assessment | TAEASS301B Contribute to assessment | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS301 Contribute to assessment

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- clarifying the role to be taken during the assessment
- clarifying the assessment plan with the qualified assessor, including agreement about:
 - what evidence will be collected
 - how the evidence will be collected
- carrying out a minimum of three evidence-gathering activities and, on each occasion:
 - document evidence in a clear and concise manner
 - document feedback from others involved in the assessment

reporting findings to the qualified assessor, including an explanation of how the assessment meets the rules of evidence on each of the three occasions.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- competency-based assessment
- the principles of assessment
- the rules of evidence
- the different purposes of assessment
- the diversity of assessment contexts
- different types of evidence
- evidence-gathering methods
- the purpose and features of assessment tools, and assessment plans

- potential barriers and processes relating to evidence-gathering procedures, and assessment processes
- the organisational policies and procedures relevant to this unit of competency.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to qualified assessors for consultation.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS401 Plan assessment activities and processes

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to plan the assessment process, including recognition of prior learning (RPL), in a competency-based assessment system.

It applies to individuals with assessment planning responsibilities.

In planning activities and processes, individuals are required to identify the components of assessment tools, analyse and interpret assessment tools, and develop assessment instruments (also known as assessment tasks) and assessment plans.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine the assessment approach | 1.1 Identify the candidate and confirm the purposes and context of the assessment with relevant people according to legal, |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | organisational and ethical requirements 1.2 Identify and access applicable industry or workplace standards for the assessment, and any specific assessment requirements |
| 2. Prepare the assessment plan | 2.1 Analyse units of competency and assessment requirements to identify evidence needed to demonstrate competence, according to the rules of evidence 2.2 Select assessment methods and instruments to support the collection of defined evidence, taking into account the context in which the assessment will take place 2.3 Develop the assessment plan and gain approval from relevant stakeholders |
| 3. Identify modification and contextualisation requirements | 3.1 Use information from the candidate and, where relevant, the candidate's workplace to identify contextualisation needs 3.2 Check advice provided by the training package or course developer relevant to identified contextualisation needs 3.3 Analyse existing assessment tools and record amendments required to address identified contextualisation needs 3.4 Determine opportunities for integrated assessment activities and record any changes required to assessment tools |
| 4. Develop the assessment instruments | 4.1 Analyse available assessment instruments for their suitability for use, and identify any required modifications 4.2 Develop assessment instruments to meet the required standard and specific workplace/candidate needs 4.3 Map assessment instruments against the unit or course requirements 4.4 Write clear instructions for the candidate and assessor regarding the use of assessment instruments 4.5 Check and confirm that draft assessment instruments meet required standards and specific workplace/candidate needs and record outcomes of checks |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

FOUNDATION SKILLS

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.1, 1.2, 2.1, 3.1, 3.2, 3.3, 3.4, 4.2, 4.3 | <ul style="list-style-type: none"> Identifies and confirms legal, organisational and ethical requirements Selects and analyses assessment-related documents |
| Writing | 1.1, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4, 4.5 | <ul style="list-style-type: none"> Documents the assessment plan Develops assessment instruments, including instructions and mapping Records outcomes of draft assessment checks |
| Oral Communication | 1.1, 2.3, 3.1 | <ul style="list-style-type: none"> Participates in exchanges about assessment processes and the trialling of instruments appropriate to the audience |
| Navigate the world of work | 1.1 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to policies, procedures, legal, and ethical requirements |
| Interact with others | 1.1, 2.3, 3.1 | <ul style="list-style-type: none"> Collaborates with others as part of routine activities, and to confirm understanding |
| Get the work done | 1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 4.2, 4.3, 4.5 | <ul style="list-style-type: none"> Plans a range of routine processes and related tasks with logically sequenced steps, according to defined standards or parameters Uses formal decision-making processes, identifying information and evaluating several choices against a limited set of criteria Evaluates effectiveness of planning and design decisions in terms of how well they meet requirements |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|---------------------------|
| TAEASS401 Plan assessment activities and processes | TAEASS401B Plan assessment activities and processes | Updated to meet Standards for Training Packages. Addition of new element. | No equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS401 Plan assessment activities and processes

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must demonstrate the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- planning and organising the assessment process on a minimum of five separate occasions
- planning and organising two Recognition of Prior Learning (RPL) assessments (which may be two of the five assessment processes above.)

The evidence requirements for each occasion must include:

- a documented assessment plan
- a different endorsed or accredited unit of competency (or clusters of units of competency) for each of the five occasions
- contextualisation of the unit(s) of competency and the selected assessment tools, where required
- incorporation of reasonable adjustment strategies
- development of suitable assessment instruments for each of the five occasions

following organisational arrangements.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- obligations of an assessor under applicable legislation and/or standards

- the major features of a unit of competency, and how they are to be addressed in assessment activities and processes
- interpreting competency standards as the minimum standard for assessment
- guidelines for contextualising units of competency
- different purposes of assessment and different assessment contexts, including RPL
- the purpose and features of evidence, and different types of evidence, used in competency-based assessments, including RPL
- the principles of assessment, and how they guide the assessment process
- the rules of evidence and how they guide the assessment process
- different assessment methods, including their suitability for collecting various types of evidence
- the components of assessment tools

different types of assessment instruments and their purpose and relevance for specific evidence-gathering opportunities.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and which are typical of those experienced in the training and assessment environment. This includes access to the units of competency used in assessment planning activities.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS402 Assess competence

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to implement an assessment plan, and gather quality evidence to assess the competence of a candidate using compliant assessment tools.

It applies to teachers, trainers and assessors in enterprises and registered training organisations (RTOs) and those providing assessment advisory services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare for the assessment | 1.1 Interpret assessment planning documentation and applicable organisational, legal and ethical requirements for conducting the assessment and confirm with the relevant people 1.2 Access and interpret units of competency that are to be used as |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------|---|
| | <p>benchmarks for assessment, and the nominated assessment tools, to confirm the requirements for the evidence to be collected</p> <p>1.3 Determine opportunities for integrated assessment activities and document any changes to the assessment instruments, where required</p> <p>1.4 Determine opportunities for evidence-gathering in actual or simulated activities, through consultation with the candidate and relevant personnel</p> <p>1.5 Conduct a candidate briefing and explain, discuss and agree on the details of the planned assessment</p> <p>1.6 Arrange identified material and physical resource requirements</p> <p>1.7 Identify any specialist support requirements for the assessment, and organise if necessary</p> |
| 2. Gather quality evidence | <p>2.1 Use agreed assessment methods and tools to gather, organise and document evidence in a format suitable for determining competence</p> <p>2.2 Apply the principles of assessment and rules of evidence in gathering quality evidence</p> |
| 3. Support the candidate | <p>3.1 Discuss and guide candidates in gathering their own evidence to support the recognition of prior learning (RPL)</p> <p>3.2 Use appropriate communication and interpersonal skills to develop a professional relationship with the candidate that reflects sensitivity to individual differences and enables two-way feedback</p> <p>3.3 Make decisions on reasonable adjustments with the candidate, based on the candidate's needs and characteristics</p> <p>3.4 Access specialist support, if required, in accordance with the assessment plan</p> <p>3.5 Address any workplace health and safety (WHS) risk to a person or equipment immediately</p> |
| 4. Make the assessment decision | <p>4.1 Assess the collected evidence, and to evaluate whether it reflects the evidence required to demonstrate competence</p> <p>4.2 Use judgement to infer whether competence has been demonstrated, based on the available evidence</p> <p>4.3 Make the assessment decision in line with agreed assessment procedures and according to the agreed assessment plan</p> <p>4.4 Provide clear and constructive feedback to the candidate regarding the assessment decision, and clearly document</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | follow-up, if required |
| 5. Record and report the assessment decision | <p>5.1 Record assessment outcomes promptly and accurately</p> <p>5.2 Complete and submit required assessment documentation, according to assessment procedures and confidentiality conventions</p> <p>5.3 Inform other relevant parties of the assessment decision, according to confidentiality conventions</p> |
| 6. Review the assessment process | <p>6.1 Review the assessment process in consultation with candidates and other relevant people to improve future practice</p> <p>6.2 Document and record the review according to relevant assessment system policies and procedures</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|---|
| Reading | 1.1, 1.2, 2.1, 4.1 | <ul style="list-style-type: none"> Accesses and interprets procedural and compliance documentation relevant to the assessment process Examines and evaluates assessment evidence |
| Writing | 1.1, 1.3, 1.5, 2.1, 3.1, 5.1, 5.2, 5.3, 6.2 | <ul style="list-style-type: none"> Completes workplace documentation accurately using appropriate language and following organisational requirements |
| Oral Communication | 1.1, 1.4, 1.5, 3.1, 3.4, 4.4, 5.3, 6.1 | <ul style="list-style-type: none"> Communicates information and assessment process requirements clearly, using techniques appropriate to the audience and environment Interacts appropriately with candidates to build rapport and understanding, and obtain specific information to support the assessment process |
| Navigate the world of work | 1.1, 3.5, 5.3 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to legal and ethical requirements Recognises, and follows, explicit and implicit protocols and meets expectations associated with own role |

| | | |
|----------------------|---|---|
| Interact with others | 1.1, 1.4, 1.5, 3.1, 3.2, 3.4, 5.3, 6.1 | <ul style="list-style-type: none"> Adjusts personal communication style in recognition of the values and experiences of others to build rapport Cooperates and collaborates with others and contributes to activities requiring joint responsibility and accountability |
| Get the work done | 1.1, 1.2, 1.3, 1.4, 1.6, 1.7, 2.1, 2.2, 3.3, 3.4, 4.1, 4.2, 4.3, 6.1, 6.2 | <ul style="list-style-type: none"> Uses systematic, analytical processes in complex, non-routine situations, gathering information, and identifying and evaluating options against agreed criteria Organises work according to specific requirements taking some responsibility for decisions regarding the format of information With guidance, reviews the effectiveness of solutions in relation to the set goals |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|-----------------------------------|------------------------------------|---|--------------------|
| TAEASS402 Assess competence | TAEASS402B Assess competence | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS402 Assess competence

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- assessment of at least five candidates within the vocational education and training (VET) context against at least one endorsed or accredited unit of competency according to the organisation's assessment processes and practices.
- using recognition of prior learning (RPL) processes in the assessment of at least one candidate (which may be one of the five candidates above)
- making reasonable adjustments in the assessment of at least one candidate.

The assessments must be undertaken under the supervision of a qualified assessor and cover an entire unit of competency for each candidate, including:

- the application of different assessment methods and instruments involving a range of activities and events
- using two-way communication and feedback with the candidate
- exercising judgement in making the assessment decision
- recording and reporting assessment outcomes in accordance with the assessment system and organisational, legal and ethical requirements

reviewing the assessment process.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- competency-based assessment, including:
 - VET as a competency-based system
 - how competency based assessment differs from other types of assessment
 - competency standards as the basis of qualifications
 - structure and application of competency standards
 - the principles of assessment and how they are applied
 - the distinction between assessment tools and assessment instruments
 - the rules of evidence and how they are applied
 - the range of assessment purposes and assessment contexts, including RPL
 - different assessment methods, including suitability for gathering various types of evidence, suitability for the content of units, and resource requirements and associated costs
 - reasonable adjustments and when they are applicable
 - types and forms of evidence, including assessment instruments that are relevant to gathering different types of evidence used in competency-based assessment, including RPL
 - the training and assessment strategies, including policies and procedures established by the industry, organisation or training authority
- RPL policies and procedures established by the organisation
- cultural sensitivity and equity considerations in assessment activities
- current legislative requirements relevant to the assessor and the assessment process
- workplace health and safety (WHS) responsibilities associated with assessing competence, including:
 - requirements for reporting hazards and incidents
 - emergency procedures
 - procedures for the use of relevant personal protective equipment
 - the safe use and maintenance of relevant equipment
 - sources of WHS information.

Assessment Conditions

Gather evidence to demonstrate consistent performance in a real assessment environment. The assessment environment must include access to assessment tools and recording materials.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS403 Participate in assessment validation

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor updates to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> |

Application

This unit describes the skills and knowledge required to participate in an assessment validation process.

It applies to assessors and workplace supervisors with assessment validation responsibilities participating in, but not necessarily leading, the process.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare for validation | 1.1 Discuss and confirm the purpose, context and scope of the validation process within relevant assessment system policies and procedures 1.2 Arrange materials for validation activities |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>1.3 Check all documents used in the validation process for accuracy and version control</p> <p>1.4 Analyse relevant units of competency and agree on the evidence needed to demonstrate competence</p> |
| <p>2. Participate in the validation of assessment tools</p> | <p>2.1 Demonstrate active and appropriate participation in validation sessions and activities using agreed communication methods and modes</p> <p>2.2 Apply principles of assessment and rules of evidence during validation sessions and activities</p> <p>2.3 Check that context and conditions of assessment include clear instructions for assessor and candidate and relate directly to the assessment conditions of the relevant unit</p> <p>2.4 Check that tasks to be administered to the candidate include clear and concise instructions and an outline of evidence requirements</p> <p>2.5 Check that assessment decision-making rules and benchmarks, are clear and enable consistent outcomes</p> <p>2.6 Check that recording mechanisms are clear and allow for sufficient information to be recorded</p> <p>2.7 Review and use assessment maps to assist in determining validity of assessment instruments</p> |
| <p>3. Contribute to validation outcomes</p> | <p>3.1 Discuss validation findings to support improvements in the quality of assessment in a collective environment</p> <p>3.2 Discuss, agree and record recommendations to improve assessment practice</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|---|
| Reading | 1.1, 1.3, 1.4, 2.3, 2.4, 2.5, 2.6, 2.7 | <ul style="list-style-type: none"> Analyses and interprets relevant policies and procedures, benchmarks and validation materials |
| Writing | 1.1, 3.2 | <ul style="list-style-type: none"> Records key information from the validation process accurately to meet requirements |
| Oral Communication | 1.1, 1.4, 2.1, 2.2, 3.1, 3.2 | <ul style="list-style-type: none"> Communicates with others to confirm approaches, exchange ideas and information, articulate opinions, and reach agreement with others, using suitable tone, style and language |
| Navigate the world of work | 1.1 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to policies and procedures |
| Interact with others | 1.1, 2.1, 2.2, 3.1, 3.2 | <ul style="list-style-type: none"> Collaborates with others and contributes to activities requiring joint responsibility and accountability |
| Get the work done | 1.1, 1.2, 1.3, 1.4, 2.3, 2.4, 2.5, 2.6, 2.7, 3.2 | <ul style="list-style-type: none"> Organises and prioritises work commitments with a sense of what is achievable within the timeframe Uses analytical processes in non-routine situations gathering information, and identifying and evaluating options against agreed criteria |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|--|---------------------------|
| TAEASS403 Participate in assessment validation | TAEASS403B Participate in assessment validation | Updated to meet Standards for Training Packages. Revised performance criteria. | No equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS403 Participate in assessment validation

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Updates to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- actively participating in a minimum of three validation sessions that address the critical aspects of validation
- clearly identifying the purpose for each validation, and the legal and ethical responsibilities of assessors
- collating and presenting documentation for each validation in a logical manner
- communicating and liaising with relevant people
- providing feedback and interpreting documentation in validation sessions
- recording their contribution to validation findings.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- how to determine the evidence needed to demonstrate competence in a competency-based environment
- the reasons for carrying out validation and different approaches to validation that may be appropriate before, during and after an assessment
- the components of assessment tools
- critical aspects of validation, including validation of assessment processes, methods and products
- how principles of assessment are addressed in validation

- how rules of evidence are addressed in validation
- work health and safety legislation, codes of practice, standards and guidelines that impact on assessment
- obligations of an assessor under applicable legislation and/or standards, particularly in relation to validation activities.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to:

- the texts and tasks usually found in the workplace
- units of competency and other materials used in validation sessions.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS501 Provide advanced assessment practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to lead assessment processes as a part of a continuous improvement strategy among a group of assessors within a Registered Training Organisation (RTO).

It applies to experienced assessors who provide leadership, or guidance to others, who conduct assessments for an RTO.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Develop and extend assessment expertise | 1.1 Access, read and analyse current research on assessment and incorporate into own practice 1.2 Source and access opportunities to extend assessment experience and expertise and incorporate this new knowledge and |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | skill into own assessment practice |
| 2. Practise assessment | <p>2.1 Investigate and implement a range of assessment methods, in order to meet the requirements of related unit or units of competency</p> <p>2.2 Investigate and implement a range of assessment tools to meet the context requirements of different candidates</p> |
| 3. Lead and influence other assessors | <p>3.1 Influence fellow assessors through modelling high standards of ethical and compliance practices</p> <p>3.2 Establish professional development needs of the assessor group, and implement approaches to build the skills and experience of this group</p> |
| 4. Evaluate and improve assessment approaches | <p>4.1 Systematically monitor the assessment processes and activities of the assessor group</p> <p>4.2 Propose and implement improvements to assessment approaches</p> <p>4.3 Participate in and reflect upon the assessment moderation process</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------------|-------------------------|---|
| Learning | 1.2 | <ul style="list-style-type: none"> Uses ideas in current research to reflect on the performance of self and others to seek opportunities for learning, development, and the extension of experience and practice |
| Reading | 1.1, 1.2, 4.1 | <ul style="list-style-type: none"> Sources and analyses information from a range of sources |
| Writing | 3.2, 4.2 | <ul style="list-style-type: none"> Documents professional development needs and information required to implement improvements |
| Oral Communication | 2.1, 3.2, 4.1, 4.2, 4.3 | <ul style="list-style-type: none"> Participates in and leads discussions, with individuals and groups, in order to extend thinking about assessment, to explore ideas and to find ways of |

| | | |
|----------------------------|-----------------------------------|--|
| | | improving assessment practice. |
| Navigate the world of work | 3.1, 3.2 | <ul style="list-style-type: none"> Formally reflects on own and others' performance as an integral part of planning for learning and development Takes responsibility for the practice and the demonstration of high standards of ethical practice |
| Interact with others | 3.1 | <ul style="list-style-type: none"> Recognises the importance of building rapport using role modelling and collaboration with others to achieve joint outcomes and effective group interaction |
| Get the work done | 1.1, 1.2, 2.1, 2.2, 4.1, 4.2, 4.3 | <ul style="list-style-type: none"> Organises work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Uses analytical processes in routine and non-routine situations gathering information, and identifying and evaluating options for improvement against agreed criteria Seeks new ideas and opportunities, drawing on the diverse perspectives of others to gain insights into current practice and ideas for change |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TAEASS501 Provide advanced assessment practice | TAEASS501A Provide advanced assessment practice | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS501 Provide advanced assessment practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This was first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete the tasks outlined in the elements and performance criteria of this unit, including:

- undertaking the assessment of at least 20 individual candidates, against at least one unit of competency
- assessing against a total of at least 50 units of competency from training packages or accredited courses. This total may be made up of combinations of candidates and units that add up to 50.
- accurately documenting the outcomes of all assessments undertaken
- leading the assessment of a group or team of assessors, consisting of at least three individuals, and demonstrating how that leadership has led to improved processes and outcomes

critically reviewing the assessment processes, and the approaches taken in these assessments, and proposing changes to improve both processes and outcomes.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- competency-based assessment, including:
 - vocational education and training as a competency-based system
 - competency standards as the basis of qualifications
 - the principles of competency-based assessment
 - assessment which is criterion referenced as distinct from norm-referenced assessment

- reporting of competency-based assessment
- the interpretation of units of competency and other related assessment information, to determine the evidence needed to demonstrate competency, including:
 - the dimensions of competency
 - all components of a national training package
- system requirements for assessment
- the importance of reflective practice in the quality improvement of own work
- the organisation's assessment system policies and procedures
- different assessment methods, purposes and applications
- appeals mechanisms within the organisation
- different types of assessment tools, what tools work for what types of evidence, what the characteristics are of well-constructed assessment tools
- the principles of assessment and how they guide assessment, validation, and appeals processes
- assessment strategies, assessment plans and their components
- applications of technology to improve or assist in quality assessment
- the roles and responsibilities of workplace trainers, facilitators, assessors and others, such as vocational experts, workplace supervisors and support persons in the assessment process
- strategies that ensure that the assessment process is transparent and credible
- legal, organisational and ethical responsibilities associated with the assessment system, including:
 - maintaining client privacy and confidentiality
 - providing accurate information
 - duty of care under common law
 - compliance with system requirements
 - copyright and privacy laws, as they apply to learning and assessment.

Assessment Conditions

Evidence must be gathered through the assessment of at least 20 individual candidates who are enrolled vocational learners.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS502 Design and develop assessment tools

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to design and to develop assessment tools used to guide the collection of quality evidence, including their application in formative, summative and recognition of prior learning (RPL) assessment.

It applies to experienced practitioners responsible for the development and/or delivery of training and assessment products and services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine the focus of the assessment tool | 1.1 Identify a target group of candidates, purposes of the assessment tool, and the contexts in which the tool will be used 1.2 Access relevant benchmarks for assessment and interpret them to establish evidence required to demonstrate competence |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>1.3 Identify, access and interpret industry requirements and relevant contextualisation guidelines</p> <p>1.4 Identify other related documentation to inform assessment tool development</p> |
| 2. Design the assessment tool | <p>2.1 Select assessment methods that support the collection of defined evidence, taking into account the context in which the assessment will take place, and meeting the principles of assessment</p> <p>2.2 Enable candidates to show or support their claim for recognition of current competency through selected assessment methods</p> <p>2.3 Consider different assessment instruments for the selected assessment methods to generate options for collection of evidence</p> <p>2.4 Consider how the assessment instruments will be administered</p> |
| 3. Develop the assessment tool | <p>3.1 Develop specific assessment instruments that support the collection of evidence that meets the rules of evidence</p> <p>3.2 Define and document clear and specific procedures instructing assessor and candidate on the administration and use of assessment instruments</p> <p>3.3 Consider the requirements of assessment system policies and procedures, and address storage and retrieval needs, and review, evaluation and version control procedures as part of this process</p> |
| 4. Review and trial the assessment tool | <p>4.1 Check draft assessment tools against evaluation criteria and amend as required</p> <p>4.2 Trial assessment tools to validate content and applicability</p> <p>4.3 Collect and document feedback from relevant people involved in trialling</p> <p>4.4 Make amendments to the final tool based on the analysis of feedback</p> <p>4.5 Appropriately format, and file, finalised assessment tool according to assessment system policies and procedures</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|---|
| Reading | 1.1, 1.2, 1.3, 1.4, 2.1, 2.3, 2.4, 3.3, 4.1, 4.3 | <ul style="list-style-type: none"> • Accesses, and interprets, procedural and compliance information, and assessment documentation |
| Writing | 3.1, 3.2, 4.1, 4.3, 4.4, 4.5 | <ul style="list-style-type: none"> • Prepares assessment tools and documentation that incorporates language and format appropriate to the audience • Amends tools in response to feedback |
| Oral Communication | 2.2, 4.2, 4.3 | <ul style="list-style-type: none"> • Participates in communication in order to clarify the purpose and requirements of assessment tools, and to trial assessments |
| Navigate the world of work | 1.3, 3.3, 4.5 | <ul style="list-style-type: none"> • Recognises, and follows, explicit and implicit protocols, policies and procedures, and meets expectations associated with own role • Identifies, confirms and takes responsibility for adherence to organisational, legal and ethical requirements |
| Interact with others | 4.3 | <ul style="list-style-type: none"> • Actively seeks to clarify the perspectives and experiences of others as part of the work role |
| Get the work done | 1.1-1.4, 2.1-2.4, 3.1-3.3 4.1-4.4 | <ul style="list-style-type: none"> • Uses systematic, analytical processes in complex, non-routine situations, gathering information, and identifying and evaluating options against agreed criteria • Organises work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes • Seeks new ideas and opportunities, drawing on the diverse perspectives of others to gain insights into current practice and ideas for change |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---------------------------------------|--|-----------------|---------------------------|
| TAEASS502 Design and | TAEASS502B Design and | Updated to meet | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---------------------------------------|-------------------------------|
| develop assessment tools | develop assessment tools | Standards for Training Packages | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS502 Design and develop assessment tools

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- developing at least three assessment tools that support different assessment methods, and address at least one unit of competency each. Each assessment tool must:
- include the instruments for collecting evidence, reflecting the principles of assessment and the rules of evidence, and related instructions to the assessor/s and candidates
- show how the contextual needs of different environments are addressed

reporting on the trial and review of each assessment tool, including proposed changes.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the principles of assessment and how they are applied when developing assessment tools
- the rules of evidence and how they have been incorporated in the tools developed
- different assessment contexts and their relationship to developing assessment tools
- the dimensions of competency and how they are incorporated in the development of assessment tools
- the contextualisation of units of competency and contextualisation guidelines
- the components of training packages relevant to the development of assessment tools
- different assessment methods, their purposes and uses
- evaluation methods appropriate to the trial and review of assessment tools
- the principles of reasonable adjustment

- workplace health and safety (WHS) responsibilities associated with assessing competence, including:
 - requirements for reporting hazards and incidents
 - emergency procedures
 - procedures for the use of relevant personal protective equipment
 - sources of WHS information.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to relevant organisational policies and procedures in relation to the assessment system.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS503 Lead assessment validation processes

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor updates to Performance Criteria. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to provide leadership in assessment validation processes.

It applies to experienced practitioners who work under limited supervision and who are responsible for the validation of assessment processes, both internally and externally.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Monitor assessment practice | 1.1 Work with colleagues to systematically monitor assessment practice 1.2 Actively engage with, and support, other assessors as they work to improve assessment practice 1.3 Analyse assessment records ensuring legal, organisational and |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | ethical requirements are being met, and appropriate advice is provided to improve record keeping |
| 2. Coordinate assessment validation activities | <p>2.1 Initiate validation in line with Australian Industry and Skills Committee (AISC) guidelines and organisational, legal and ethical requirements</p> <p>2.2 Undertake risk assessment and analysis to determine the purpose, focus and context of validation activities</p> <p>2.3 Consider and determine approaches to validation</p> <p>2.4 Determine and confirm participants in validation, and organise any materials and resources needed for validation</p> <p>2.5 Provide guidance to support participants throughout the validation process</p> <p>2.6 Finalise and process validation documentation in accordance with assessment system, legal and organisational procedures, and present to relevant people, within an agreed timeframe</p> <p>2.7 Identify recommendations from validation processes, and forward to the appropriate authority</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------------|-----------------------------------|--|
| Reading | 1.1, 1.3, 2.1, 2.2, 2.3, 2.4, 2.7 | <ul style="list-style-type: none"> Accesses and interprets legal, organisational and ethical requirements, including AISC guidelines Accesses and interprets assessment validation documentation |
| Writing | 2.1, 2.2, 2.3, 2.4, 2.6, 2.7 | <ul style="list-style-type: none"> Produces accurate documentation, relevant to the validation process and in line with requirements |
| Oral Communication | 1.3, 2.5, 2.6 | <ul style="list-style-type: none"> Engage with individuals and groups in communication to monitor, guide and validate assessment, leading to improved assessment practice |
| Numeracy | 2.6 | <ul style="list-style-type: none"> Structures timeframes in order to represent a sequence of events |

| | | |
|----------------------------|------------------------------|---|
| Navigate the world of work | 1.3, 2.1, 2.6 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to policies and procedures Identifies, confirms and takes responsibility for adherence to organisational, legal and ethical requirements |
| Interact with others | 1.1, 1.2, 2.4 | <ul style="list-style-type: none"> Cooperates with others as part of routine activities, and contributes to particular activities requiring joint responsibility and accountability, aimed at improved practice Provides guidance and support by making adjustments to own personal communication style, in recognition of the values and experiences of others in order to build rapport |
| Get the work done | 2.1, 2.2, 2.3, 2.4, 2.5, 2.7 | <ul style="list-style-type: none"> Considers alignment with values and principles in decision-making processes Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into consideration Identifies opportunities, drawing on the diverse perspectives of others to gain insights into current practice and ideas for change |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|-----------------------|
| TAEASS503 Lead assessment validation process | TAEASS503A Lead assessment validation process | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS503 Lead assessment validation processes

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor updates to Performance Criteria. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- leading at least one validation process
- providing support to other assessors, including modelling good assessment and validation practice
- contributing positively to the work of assessors and others involved in carrying out assessments and validation
- taking responsibility for initiating, organising and facilitating assessment validation on at least three occasions
- using outcomes of validation to improve assessment practice.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the purpose and focus of internal and external validation, and the critical aspects of validation
- different activities and tools for validation
- NVR/AQTF requirements for assessment
- the organisation's assessment system policies and procedures, including validation processes
- the characteristics of well-constructed assessment tools and why, what assessment methods and instruments work for what types of evidence

- the rules of evidence and why they are important, particularly in a validation context
- assessment strategies, and assessment plans and their components
- legal, organisational and ethical responsibilities associated with the assessment system.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to the organisation's validation policy and procedure.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEASS504 Develop and implement recognition strategies

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to develop and implement a recognition strategy that may be used for recognition of current competencies against workplace or industry criteria, or recognition of prior learning (RPL) leading to completion of units of competency or qualifications.

It requires the ability to prepare information and advice on recognition, to identify evidence-gathering opportunities and to evaluate a recognition-based assessment process.

It also requires that all systems and instruments be validated by peers, industry or employers to determine fitness for purpose.

It applies to those who work under limited supervision to develop procedures and documentation for recognition-based assessment for an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Assessment

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| 1. Determine the purpose and parameters of the recognition process to be applied | <p>1.1 Identify the benchmarks to be used for measurement and recording of the achievement of competence</p> <p>1.2 Determine efficient and effective means of collecting evidence from individual candidates, organisations and third parties to identify current skill levels and/or prior learning</p> <p>1.3 Identify the needs of individual candidates who apply for recognition services</p> <p>1.4 Respect the confidentiality requirements of candidates in relation to recognition processes</p> <p>1.5 Establish the parameters set by the policies and procedures of the training organisation and NVR/AQTF requirements</p> |
| 2. Analyse the criteria required to meet units of competency and qualifications framework | <p>2.1 Interpret units of competency and assessment requirements, in order to clarify requirements for evidence</p> <p>2.2 Analyse foundation skills to ensure that information relating to aptitude and workplace learning may be captured as relevant</p> <p>2.3 Nominate the sources and types of evidence that comply with the rules of evidence and assessment requirements, for each unit of competency</p> <p>2.4 Construct evidence grids that enable candidates to see that their evidence can be used across several units of competency</p> <p>2.5 Determine the direct and indirect evidence that is required to meet all components of the standards</p> <p>2.6 Conduct a risk assessment of different types of evidence that may be put forward and assign controls to ameliorate risks</p> <p>2.7 Determine the requirements for third party reports and the degree to which other evidence must be supplied to validate these</p> |
| 3. Prepare a recognition package for applicants | <p>3.1 Develop information that meets the needs of organisational managers who need to know how recognition processes will be applied</p> <p>3.2 Prepare advisory information that can guide candidates to make informed choices about recognition services and outcomes and explain organisational policies and procedures for recognition in terms readily understood by the applicant</p> <p>3.3 Document the performance requirements for a unit of competency for direct applicant candidates and/or employees in an organisation</p> <p>3.4 Set out clearly the evidence that must be provided to meet the criteria of units and/or evidence collection tools</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>3.5 Use elements and performance criteria to develop plain and simple checklists for candidate self-evaluation</p> <p>3.6 Document exemplars and evidence lists to support candidates in their application for recognition</p> <p>3.7 Provide advice and support to workplace managers, to facilitate collection of workplace evidence or for preparation of third party reports</p> |
| <p>4. Monitor the recognition-based assessment for a unit of competency</p> | <p>4.1 Ensure that all recognition tools and systems are validated by peers and industry</p> <p>4.2 Provide guidance and support to assessors who are engaged in recognition services</p> <p>4.3 Develop and provide marker's guides, evidence guides and templates in consultation with all assessors who undertake recognition assessments</p> <p>4.4 Monitor the evidence collection process for a unit of competency to ensure that the rules of evidence are met and risk controls are applied</p> <p>4.5 Audit decision making in assessment against organisational policies and procedures to ensure that objective and fair decisions are reached</p> <p>4.6 Monitor feedback provided to the candidate and provide guidance to candidates where full competency against criteria is not met</p> <p>4.7 Determine the need for gap training and advise candidates, and/or employing organisation, of the requirements to meet full competence against units or qualifications</p> |
| <p>5. Evaluate the recognition assessment, the procedures and outcomes</p> | <p>5.1 Conduct a review of the advice to candidates and employers</p> <p>5.2 Review exemplar evidence lists in terms of their applicability and the evidence generated</p> <p>5.3 Gather and analyse candidate and organisational client feedback as part of a continuous improvement cycle</p> <p>5.4 Gather feedback from the candidate and/or the employing organisation on recognition services and outcomes</p> <p>5.5 Review recognition processes, inputs and practice against the organisation's policies and procedures</p> <p>5.6 Identify changes and enhancements and amend the organisation's policies, procedures and/or the recognition package</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|---|
| Reading | 1.1-1.3, 2.1, 2.2, 3.1, 4.1-4.3, 5.1-5.6 | <ul style="list-style-type: none"> Sources, analyses and interprets relevant policies and procedures, and assessment documentation |
| Writing | 1.1, 1.2, 2.2, 3.2, 3.3, 5.1, 5.2, 5.5, 5.6 | <ul style="list-style-type: none"> Develops assessment documentation relevant to the RPL assessment process, including exemplars and evidence lists, using language and formatting to suit the audience and context |
| Oral Communication | 1.1, 1.3, 3.1 | <ul style="list-style-type: none"> Leads and facilitates communication to source information, provide advice, collect feedback, and articulate ideas and recommendations |
| Navigate the world of work | 5.5 | <ul style="list-style-type: none"> Recognises and follows policies and procedures, and meets expectations associated with own role |
| Interact with others | 3.4, 5.1, 5.3, 5.4 | <ul style="list-style-type: none"> Routinely collaborates to seek broad input into problem-solving and decision-making, and develops strategies to elicit views and ideas |
| Get the work done | 1.3, 2.1, 2.2, 3.1, 4.1, 4.2, 4.3, 5.1, 5.3, 5.5 | <ul style="list-style-type: none"> Organises work according to defined requirements, taking responsibility for decisions regarding the interpretation and the format of information Uses systematic, analytical processes in complex, non-routine situations, gathering information, identifying and evaluating options against agreed criteria Considers the effectiveness of a solution in terms of how well it met goals and seeks to improve a future response |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---------------------------------------|--|-------------------------------|---------------------------|
| TAEASS504 Develop and | TAEASS504A Develop and | Updated to meet Standards for | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|--|---------------------------|
| implement recognition strategies | implement recognition strategies | Training Packages. Incorporates changes to meet current recognition practices of training organisations and lead assessors | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEASS504 Develop and implement recognition strategies

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- develop, implement and review one recognition strategy for a group of at least three units of competency, or a qualification for a specified group of candidates
- accurately document:
 - advice to assessors and candidates
 - advice to employers or organisations
 - the recognition tools and validation process used to ensure that the recognition approach meets industry needs, and will be used consistently by assessors in the training organisation
 - the risk management process used to assess the risks of different types of evidence, and the activities put in place to minimise those risks
- critically review an organisation's recognition-based assessment processes:
 - evaluate the approaches taken
 - prepare a report detailing proposed changes to improve both the processes and outcomes.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- recognition-based assessment including:
 - the criteria used in national vocational education and training (VET)
 - the units of competency as the basis of qualifications
 - the principles of recognition and evidence-based assessment

- techniques commonly used in recognition processes, including candidate self-assessment, competency conversations, workplace assessment tasks, direct observation, third party reporting
- how to interpret competency standards and other related assessment information to determine the evidence required to demonstrate competency including:
 - the components of competency
 - the units of competency and related assessment requirements
 - the organisation's assessment system, policies and procedures
 - different types of recognition approaches and tools
 - the principles of assessment and how they guide assessment, validation and appeals processes
 - assessment validation
 - roles and responsibilities in the recognition process, including workplace health and safety (WHS).

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to available recognition tools and documents.

Skills must be demonstrated with real vocational learners.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL301 Provide work skill instruction

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to conduct individual and group instruction, demonstrate work skills and assess the success of training and one's own training performance, using existing learning resources in a safe and comfortable learning environment.

It emphasises the training as being driven by the work process and context, and applies to a person working under supervision as a work skill instructor in a wide range of settings not restricted to training organisations,

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Organise instruction and demonstration | 1.1 Gather information about learner characteristics and learning needs 1.2 Confirm a safe learning environment 1.3 Gather and check instruction, demonstration objectives, and seek assistance if required 1.4 Access and review relevant learning resources and learning |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | <p>materials for suitability and relevance, and seek assistance to interpret the contextual application</p> <p>1.5 Organise access to necessary equipment or physical resources required for instruction and demonstration</p> <p>1.6 Notify learners of details regarding the implementation of the learning program and/or delivery plan</p> |
| 2. Conduct instruction and demonstration | <p>2.1 Use interpersonal skills with learners to establish a safe and comfortable learning environment</p> <p>2.2 Follow the learning program and/or delivery plan to cover all learning objectives</p> <p>2.3 Brief learners on any workplace health and safety (WHS) procedures and requirements prior to, and during, training</p> <p>2.4 Use delivery techniques to structure, pace and enhance learning</p> <p>2.5 Apply coaching techniques to assist learning</p> <p>2.6 Use communication skills to provide information, instruct learners and demonstrate relevant work skills</p> <p>2.7 Provide opportunities for practice during instruction and through work activities</p> <p>2.8 Provide and discuss feedback on learner performance to support learning</p> |
| 3. Check training performance | <p>3.1 Use measures to ensure learners are acquiring, and can use, new technical and generic skills and knowledge</p> <p>3.2 Monitor learner progress and outcomes in consultation with the learner</p> <p>3.3 Review relationship between the trainer/coach and the learner, and adjust to suit learner needs</p> |
| 4. Review personal training performance | <p>4.1 Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement</p> <p>4.2 Maintain, store and secure learner records, according to organisational and legal requirements</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------|--|--|
| Learning | 4.1 | <ul style="list-style-type: none"> Reflects on practice to improve |
| Reading | 1.1, 1.3, 1.4, 2.2 | <ul style="list-style-type: none"> Sources and interprets processes and procedures, learning resources and information relevant to providing a work instruction and delivery |
| Writing | 1.4, 1.6, 2.3, 2.6, 2.8, 3.2, 4.1, 4.2 | <ul style="list-style-type: none"> Accurately maintains learner records and documentation appropriate to the learning context and audience |
| Oral Communication | 1.1, 1.6, 2.3, 2.4, 2.6 | <ul style="list-style-type: none"> Uses appropriate communication strategies to engage, build rapport, provide instruction, monitor progress and provide feedback to individuals or groups |
| Interact with others | 1.2, 1.3, 2.1, 2.5, 2.8, 3.2 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation while collaborating to confirm strategy and achieve required outcomes Asks questions in order to clarify understanding, and to provide and seek feedback Builds rapport to establish effective working relationships and to achieve effective outcomes |
| Get the work done | 1.1-1.6, 2.1-2.8, 3.1-3.3, 4.1, 4.2 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for some decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to potential risks, problems and opportunities for improvement and considers options for different approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TAEDEL301 Provide work skill instruction | TAEDEL301A Provide work skill instruction | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL301 Provide work skill instruction

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- carrying out a minimum of three training sessions, involving demonstrating and instructing particular work skills for at least two different individuals or small groups, with each session addressing:
 - different learning objectives
 - a range of delivery techniques and effective communication skills appropriate to the audience.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- learner characteristics and needs
- the content and requirements of the relevant learning program, and/or the delivery plan
- the sources and availability of relevant learning resources and learning materials
- the content of relevant learning resources and learning materials
- training techniques that enhance learning, and when to use them
- introductory knowledge of learning principles and learning styles
- key workplace health and safety (WHS) issues in the learning environment, including:
 - roles and responsibilities of key personnel
 - responsibilities of learners
 - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency procedures
 - risk controls for the specific learning environment.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to any necessary workplace documents.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL401 Plan, organise and deliver group-based learning

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to plan, organise and deliver training for individuals within a group.

It applies to a person working as an entry-level trainer, teacher or facilitator structuring a learning program developed by others in, or with, a training and assessment organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Interpret learning environment and delivery requirements | 1.1 Access, read, and interpret learning program documentation to determine delivery requirements 1.2 Use available information and documentation to identify group and individual learner needs, and learner characteristics 1.3 Identify and assess constraints, and risks to delivery |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | 1.4 Confirm personal role and responsibilities in planning, and delivering training, with relevant personnel |
| 2. Prepare session plans | 2.1 Refine existing learning objectives according to program requirements and specific needs of individual learners 2.2 Develop session plans and document these plans for each segment of the learning program 2.3 Use knowledge of learning principles and theories to generate ideas for managing session delivery |
| 3. Prepare resources for delivery | 3.1 Contextualise learning materials to meet the needs of the specific learner group 3.2 Finalise learning materials and organise facility, technology and equipment needs in time for delivery of learning sessions 3.3 Confirm overall delivery arrangements with relevant personnel |
| 4. Deliver and facilitate training sessions | 4.1 Conduct each session according to the session plan, modified where appropriate to meet learner needs 4.2 Use the diversity of the group as another resource to support learning 4.3 Employ a range of delivery methods to optimise learner experiences 4.4 Demonstrate effective facilitation skills to ensure effective participation and group management |
| 5. Support and monitor learning | 5.1 Monitor, and document, learner progress to ensure outcomes are being achieved, and individual learner needs are being met 5.2 Make adjustments to the delivery sessions to reflect specific needs and circumstances 5.3 Manage inappropriate behaviour to ensure that learning can take place 5.4 Maintain and store learner records according to organisational requirements |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.1, 1.2, 1.3, 2.1, 3.1, 5.1 | <ul style="list-style-type: none"> Access, read and interpret documentation relevant to the learning context, including program documents, learning materials, policies and procedures relevant to the context |
| Writing | 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 5.1, 5.2, 5.4 | <ul style="list-style-type: none"> Develops and maintains workplace documentation accurately and in response to required needs |
| Oral Communication | 1.2, 1.3, 4.1, 4.3, 4.4 | <ul style="list-style-type: none"> Uses communication techniques to build rapport and explore requirements Facilitates training in an appropriate style for both individuals and groups |
| Navigate the world of work | 1.4, 5.4 | <ul style="list-style-type: none"> Recognises and follows organisational protocols, policies and procedures relevant to own role |
| Interact with others | 1.4, 3.3, 4.4, 5.3 | <ul style="list-style-type: none"> Cooperates and collaborates with others as part of routine activities to achieve team results, and to confirm that outcomes meet requirements Recognises inappropriate behaviours and the potential for conflict, and implements strategies to maintain an appropriate learning environment |
| Get the work done | 1.1-1.4, 2.1-2.3, 3.1-3.3, 4.1-4.4, 5.1-5.4 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems and opportunities for improvement and considers options for different approaches Uses information and communications technology (ICT) based tools to access, organise, analyse and display information relevant to role |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--------------------------------------|---------------------------------------|---------------------------|--------------------|
| TAEDEL401 Plan, organise and deliver | TAEDEL401A Plan, organise and deliver | Updated to meet Standards | Equivalent unit |

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|--------------------------|-------------------------------|
| group-based learning | group-based learning | for Training Packages | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL401 Plan, organise and deliver group-based learning

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete the tasks outlined in the elements and performance criteria of this unit, including:

- facilitating group-based learning by preparing and delivering at least three training sessions, including:
 - at least two consecutive sessions of at least 40 minutes duration, that follow one of the learning program designs, to a learner group of at least eight individuals
 - at least one session delivered to a learner group of at least eight individuals, with evidence of how the characteristics and needs of this group were addressed
- identifying and responding to individual needs
- accessing and using documented resources, and any support personnel required to guide inclusive practices.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- learning theories and principles
- resources available to identify different learner styles
- the relevant industry area and subject matter of the delivery
- the learner group profile, including characteristics and needs of individual learners in the group
- the requirements of the learning program and/or delivery plan, and the content purpose
- different delivery methods and techniques appropriate to face-to-face group delivery

- different techniques for the recognition and resolution of inappropriate behaviours
- behaviours that may indicate learner difficulties, and the methods used to address these difficulties
- the purpose of organisational record-management systems and reporting requirements
- evaluation and revision techniques used to improve session plans
- specific resources, equipment and support services available for learners with special needs
- assessment and risk control measures relating to the facilitation of group-based learning
- policies and procedures relevant to the learning environment.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to learning program designs in use in the learning environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL402 Plan, organise and facilitate learning in the workplace

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes skills and knowledge required to plan, organise and facilitate learning for individuals in a workplace, using real work activities as the basis for learning.

It applies to a person working as an entry-level trainer, teacher or facilitator or an employee, team leader or workplace supervisor responsible for guiding learning through work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish effective work environment for learning | 1.1 Establish, and agree upon, the objectives and scope of the work-based learning 1.2 Analyse work practices and routines to determine their effectiveness in meeting established learning objectives |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | 1.3 Identify, and address any workplace health and safety (WHS) implications of using work as the basis for learning |
| 2. Develop a work-based learning pathway | 2.1 Address contractual requirements and responsibilities for learning at work 2.2 Arrange for the integration and monitoring of external learning activities with the work-based learning pathway 2.3 Obtain agreement from relevant personnel to implement the work-based learning pathway |
| 3. Establish the learning-facilitation relationship | 3.1 Identify the context for learning and the individual's learning style 3.2 Select an appropriate technique or process to facilitate learning, and explain the basis of the technique to the learner 3.3 Develop, document and discuss an individualised learning plan with the learner 3.4 Access, read and interpret documentation outlining the WHS responsibilities of the various parties in the learning environment 3.5 Monitor supervisory arrangements appropriate to learner's levels of knowledge, skill and experience to provide support and encouragement and ensure learner's health and safety |
| 4. Implement the work-based learning pathway | 4.1 Explain the objectives of work-based learning, and the processes involved, to the learner 4.2 Sequence the introduction of workplace tasks, activities and processes to reflect the agreed work-based learning pathway 4.3 Encourage learner to take responsibility for learning and to self-reflect 4.4 Develop techniques that facilitate the learner's transfer of skills and knowledge |
| 5. Maintain and develop the learning-facilitation relationship | 5.1 Prepare for each session 5.2 Structure learning activities to support and reinforce new learning, build on strengths, and identify areas for further development 5.3 Observe learner cues, and change approaches where necessary, in order to maintain momentum 5.4 Practise ethical behaviour at all times 5.5 Monitor the effectiveness of the learning/facilitation relationship through regular meetings between the parties |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| 6. Close and evaluate the learning-facilitation relationship | <p>6.1 Carry out the closure smoothly, using appropriate interpersonal and communication skills</p> <p>6.2 Seek feedback from the learner on the outcomes achieved, and the value of the relationship</p> <p>6.3 Evaluate effectiveness of the work-based pathway against the objectives, processes and techniques used</p> <p>6.4 Recommend improvements to work-based practice in light of the review process</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|-----------------------------------|--|
| Reading | 1.2, 1.3, 2.1, 3.1, 3.4, 3.5, 6.3 | <ul style="list-style-type: none"> Accesses and interprets compliance information, contractual information, WHS information, and documents relevant to learning in the workplace, in the context of consultation and continuous improvement, to apply relevance to requirements |
| Writing | 1.1, 2.3, 3.3, 4.1, 6.3 | <ul style="list-style-type: none"> Develops and maintains documentation relevant to workplace learning, including learning plans and evaluations, in accordance with organisational and workplace requirements |
| Oral Communication | 2.2, 3.3, 4.2, 5.5, 6.1 | <ul style="list-style-type: none"> Uses oral communication techniques to identify needs, build rapport, agree on learning plans, facilitate effective learning and monitor practice Selects appropriate vocabulary adjusting language, tone and pace to maintain effective interactions, and to build and maintain engagement with individuals or groups |
| Navigate the world of work | 1.3, 2.1, 5.4 | <ul style="list-style-type: none"> Follows organisational protocols, policies and procedures in the management of records Recognises and responds to contractual and ethical requirements associated with own role |
| Interact with others | 1.1, 2.3, 3.5, 4.3, 6.2 | <ul style="list-style-type: none"> Asks questions to clarify understanding, and seeks feedback and further information Cooperates and collaborates with others as part of |

| | | |
|-------------------|---|--|
| | | routine activities to achieve team results, and to confirm outcomes meet requirements |
| Get the work done | 1.1-1.3, 2.1-2.3, 3.1-3.5, 4.1-4.4, 5.1-5.3, 5.5, 6.1-6.3 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Uses systematic, analytical processes in complex, routine and non-routine situations, gathering information, and identifying and evaluating options based on organisational needs Identifies and responds to problems and opportunities for improvement, considering options for different approaches Uses information and communications technology (ICT) based tools to design work processes and to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| TA EDEL402 Plan, organise and facilitate learning in the workplace | TA EDEL402A Plan, organise and facilitate learning in the workplace | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL402 Plan, organise and facilitate learning in the workplace

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- preparing and facilitating work-based learning
- providing a minimum of two examples of developing work-based learning pathways, that include:
 - identifying needs for learning
 - analysing work practices, work environment and work activities
 - organising and allocating work in a way that reflects learning needs, and provides effective learning opportunities through work processes
- conducting a learning facilitation relationship:
 - with at least two individuals
 - demonstrating communication skills and flexibility
 - demonstrating one or more of the processes, or techniques, identified.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- systems, processes and practices within the organisation where work-based learning is taking place
- systems for identifying skill needs within the workplace
- different learning styles, and how to encourage learning for those who learn in different ways

- workplace health and safety (WHS) relating to the work role, including:
 - hazards relating to the industry and specific workplace
 - reporting requirements for hazards and incidents
 - specific procedures for work tasks
 - safe use and maintenance of relevant equipment
 - emergency procedures
 - sources of WHS information.
 -

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to any documentation relating to workplace procedures required by the candidate.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL403 Coordinate and facilitate distance-based learning

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to coordinate and facilitate a distance-based learning process.

It applies to trainers, facilitators, teachers, and training and assessment consultants who work under limited supervision, and are responsible for guiding distance-based learning.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare for distance-based learning | 1.1 Access, read and interpret a learning strategy and learning program, to determine learning objectives and outcomes to be met 1.2 Develop knowledge of group, individual learner styles and learner characteristics to support effective planning for distance-based learning 1.3 Select and evaluate learning resources for appropriateness, and contextualise them for distance-based learning where required 1.4 Develop distance delivery-management plan, using knowledge |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>of learning principles and research to-date</p> <p>1.5 Identify and organise support mechanisms, and means of communicating with learners</p> |
| 2. Manage distance-based learners | <p>2.1 Confirm expectations and requirements through direct contact, and clarify any issues or questions</p> <p>2.2 Establish distance-based learning relationships between the trainer/facilitator and learners</p> <p>2.3 Progressively distribute learning resources and learning materials according to the plan and to learner needs</p> |
| 3. Monitor learner progress | <p>3.1 Document learner progress to ensure that outcomes are being achieved and individual learner needs are being met</p> <p>3.2 Develop and implement strategies to address learner difficulties, and techniques for maintaining motivation and commitment</p> <p>3.3 Provide support and guidance outside the formal communication process, where appropriate</p> <p>3.4 Maintain, store and secure learner records, according to organisational and legal requirements</p> |
| 4. Review distance-based learning process | <p>4.1 Gather feedback to review own management of the distance-based learning process</p> <p>4.2 Analyse feedback to determine success of the distance-based learning in meeting learner needs and expectations</p> <p>4.3 Reflect on own performance as a coordinator/facilitator, and document improvement plans</p> <p>4.4 Identify and document options for improving the distance-based learning process, and discuss with relevant personnel for future action</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
| | | |

| | | |
|----------------------------|---|--|
| Learning | 4.3 | <ul style="list-style-type: none"> Reflects on and undertakes review of own performance to build own knowledge and skills |
| Reading | 1.1, 1.2, 1.3, 1.5, 3.1, 4.2, 4.4 | <ul style="list-style-type: none"> Sources and interprets texts, including strategy and planning documents, learner information, learning resources and review data relevant to the distance based-learning environment |
| Writing | 1.4, 2.1, 2.2, 2.3, 3.1, 3.4, 4.3, 4.4 | <ul style="list-style-type: none"> Accurately develops and maintains documentation using appropriate language, in accordance with organisational and workplace requirements |
| Oral Communication | 2.1, 2.2, 3.3, 4.4 | <ul style="list-style-type: none"> Uses appropriate communication techniques to establish requirements, confirm expectations, build relationships and facilitate effective distance learning, in a one-on-one or group situation |
| Navigate the world of work | 1.2, 3.4 | <ul style="list-style-type: none"> Develops knowledge of learning styles to perform role Follows legislative requirements, organisational protocols, policies and procedures in the management of records |
| Interact with others | 4.1 | <ul style="list-style-type: none"> Asks questions to clarify understanding and seek feedback, and further information |
| Get the work done | 1.1, 1.2-1.5, 2.1-2.3, 3.1-3.4, 4.1-4.4 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems, considering options for different approaches Uses information and communications technology (ICT) based tools to design work processes and to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| TAEDEL403 Coordinate and facilitate distance-based learning | TAEDEL403A Coordinate and facilitate distance-based learning | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL403 Coordinate and facilitate distance-based learning

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- organising and facilitating distance learning on at least two separate occasions, showing:
 - how learner needs were established
 - documentation detailing how the learning programs were planned, coordinated, facilitated and monitored
 - how training package units, or accredited course modules, were used as benchmarks for learning.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- adult learning principles
- learner styles
- the content and requirements of the learning strategy, and learning program, to be used in distance delivery
- best practice in online and distance engagement of learners
- the characteristics and needs of individual distance learners
- the technology used to support distance-based learning
- techniques for maintaining the motivation and commitment of distance learners
- support mechanisms available to distance learners.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to organisational policies and procedures in relation to the storage of records.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL404 Mentor in the workplace

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to establish and develop a professional mentoring relationship with an individual in a workplace.

It applies to workplace supervisors or other work colleagues who work under limited supervision and who have responsibility for mentoring one or more individuals in the workplace. This may include, but is not limited to, those who mentor an apprentice or trainee employed by, or undertaking a work placement within, an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Develop a mentoring plan | 1.1 Identify scope and boundaries of the mentoring relationship according to organisational procedures 1.2 Document mentoring plan in accordance with organisational requirements 1.3 Establish ground rules and negotiate realistic expectations 1.4 Establish and maintain confidentiality of the relationship in |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | accordance with legislation, policy and procedures |
| 2. Facilitate mentoring relationship | <p>2.1 Develop learner's confidence, self-esteem, respect and trust in the mentoring relationship</p> <p>2.2 Share personal experiences and knowledge with the person being mentored according to agreed objectives</p> <p>2.3 Support the person being mentored to develop and use skills in problem solving and decision making</p> <p>2.4 Use personal and professional networks to assist the person being mentored</p> <p>2.5 Provide information, and guidance to enhance engagement in the workplace</p> <p>2.6 Use techniques for resolving differences without damaging the relationship, and obtain assistance according to organisational policy and procedures</p> |
| 3. Monitor mentoring relationship | <p>3.1 Provide planning assistance and guidance as requested by the person being mentored in a form and style to suit their requirements</p> <p>3.2 Provide feedback to the person being mentored on progress towards achieving the expectations and goals of the mentoring process</p> <p>3.3 Recognise and discuss changes in the mentoring relationship with appropriate stakeholders</p> <p>3.4 Negotiate and manage closure of the mentoring arrangement once objectives have been met</p> |
| 4. Evaluate effectiveness of mentoring | <p>4.1 Establish and discuss benefits gained from the mentoring process</p> <p>4.2 Reflect on and articulate the personal benefits gained from providing mentoring</p> <p>4.3 Identify and report the outcomes of the mentoring arrangement and the benefits to the organisation according to organisational policy and procedures to improve the mentoring system or program</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---------------------------------------|--|
| Reading | 1.1, 1.4 | <ul style="list-style-type: none"> Sources and interprets texts relevant to mentoring context, including organisational policies and learner information |
| Writing | 1.1, 1.3, 2.5, 3.1, 3.2, 4.3 | <ul style="list-style-type: none"> Develops content and documents information relevant to mentoring plan |
| Oral Communication | 2.4, 3.3, 4.1, 4.2, 4.3 | <ul style="list-style-type: none"> Uses appropriate communication techniques to build rapport, trust, engagement and provide guidance and feedback |
| Navigate the world of work | 1.1, 1.4, 2.6, 4.3 | <ul style="list-style-type: none"> Follows legislative requirements, organisational protocols, policies and procedures in workplace mentoring |
| Interact with others | 1.2, 2.1-2.3, 2.5, 2.6, 3.1, 3.2, 3.4 | <ul style="list-style-type: none"> Builds rapport using collaboration with others to achieve joint outcomes and effective interaction Provides mentoring and role modelling to achieve agreed outcomes Cooperates and consults with others to clarify understanding and seek feedback |
| Get the work done | 1.1-1.4, 2.1-2.6, 3.1-3.4, 4.1-4.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems, considering options for different approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---------------------------------------|--|---|---------------------------|
| TA EDEL404 Mentor in the workplace | TA EDEL404 A Mentor in the workplace | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL404 Mentor in the workplace

Modification History

| Release | Comments |
|----------|---|
| Release1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:

- preparing a mentoring plan between the mentor and mentee that sets out clear objectives for a mentoring relationship that will last at least one year
- facilitating at least three mentoring sessions
- documenting information on sessions, including comments and notes from both mentor and mentee.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- relevant policy, legislation, codes of practice and national standards likely to impact on the provision of workplace mentoring, including training contracts and responsibilities of employer, registered training organisation (RTO) and funding body where they exist
- mentoring methodologies and strategies
- learning theories in relation to mentoring
- strategies for working with a mentee including encouraging self reflection, confidence and the building of rapport
- acceptable behaviour in the mentoring relationship
- equal employment opportunity, equity and diversity principles
- how a mentor can support the mentee's employer to meet its WHS obligations for the mentee.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- documentation of any existing training plan or contract if applicable to the mentoring relationship.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL501 Facilitate e-learning

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to establish, facilitate, monitor and review e-learning delivered via electronic media.

It applies to individuals who use a range of specialised, technical and training competencies to engage with learners and others to facilitate e-learning

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish the e-learning environment | 1.1 Access, read and interpret learning strategy and learning program, to determine the learning outcomes and objectives to be met 1.2 Develop knowledge of group and individual learner styles and learner characteristics to support effective planning 1.3 Develop e-learning delivery plan to manage and sequence e-learning activities and events, to ensure logical progression of learning content and continuity of e-learner progress |

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------------|---|
| | <p>1.4 Confirm technical requirements for the e-learning environment</p> <p>1.5 Trial and check e-learning resources and materials for technical glitches</p> <p>1.6 Develop and document protocols for the e-learning environment</p> <p>1.7 Identify and organise specific technical support needs and mechanisms for e-learners</p> |
| 2. Introduce e-learning | <p>2.1 Provide effective introduction to the e-learning environment and discuss, clarify and agree upon objectives and e-learning protocols</p> <p>2.2 Establish e-learning relationship with e-learners</p> <p>2.3 Initiate relationships between e-learners to support inclusivity, acknowledge diversity and enable a positive e-learning environment</p> |
| 3. Guide and facilitate e-learning | <p>3.1 Use relevant electronic tools to facilitate e-learning according to the e-learning delivery plan</p> <p>3.2 Demonstrate good practice in e-learning facilitation to ensure an effective learning experience</p> <p>3.3 Use relevant support mechanisms to address technical issues</p> <p>3.4 Build opportunities for authentic learning, practice and formative assessment into the e-learning experience</p> |
| 4. Monitor e-learning | <p>4.1 Monitor and document e-learner progress to ensure outcomes are being achieved and individual learner needs are being met</p> <p>4.2 Provide support and guidance, inside and outside, the e-learning environment as appropriate</p> <p>4.3 Continuously monitor e-learner interaction with others and participation in e-learning activities, and intervene where necessary to maintain momentum and engagement</p> <p>4.4 Maintain, store and secure learner records according to organisational and legal requirements</p> |
| 5. Review e-learning processes | <p>5.1 Conduct a review to evaluate effectiveness of e-learning delivery and facilitation</p> <p>5.2 Reflect on own performance as an e-learning facilitator, and document improvement plans</p> <p>5.3 Identify, and document, recommendations for improvements in facilitating e-learning, and appropriateness of e-learning systems, tools and resources, and discuss with relevant personnel for future</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|----------------------|
| | action |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|---|
| Learning | 5.1, 5.2 | <ul style="list-style-type: none"> Reflects on performance of self and others to understand learning context, and seek opportunities for improvement |
| Reading | 1.1, 1.2, 1.4, 1.5, 1.7, 4.1, 4.3, 5.1, 5.3 | <ul style="list-style-type: none"> Analyses and interprets texts relevant to the environment, including learning strategies, learning programs, delivery plans, learning materials, technical information, data to monitor learning, and presented in a variety of formats to apply relevance to requirements and to define methodology and improvement strategies |
| Writing | 1.3, 1.4, 1.6, 2.1, 2.2, 2.3, 3.1, 4.1, 4.3, 4.4, 5.1, 5.2 | <ul style="list-style-type: none"> Accurately develops and maintains workplace documentation, including learning plans, learner progress reports, improvement reports, using appropriate language, and in accordance with the purposes and organisational requirements Organises web-based content in a manner that supports the purposes and audience |
| Oral Communication | 3.2, 5.3 | <ul style="list-style-type: none"> Uses communication techniques to determine needs, build rapport, and to appropriately guide and facilitate effective learning, and explore others' views to elicit understanding, and to assess the efficacy of practice Uses appropriate clear and engaging language to maintain effectiveness, and build and maintain engagement |
| Navigate the world of work | 4.4 | <ul style="list-style-type: none"> Follows organisational protocols, policies and procedures in the management of records |
| Interact with others | 1.4, 1.7, 2.1, 2.2, 2.3, 4.2 | <ul style="list-style-type: none"> Builds rapport using collaboration with others to achieve joint outcomes and effective interaction Cooperates and consults with others to confirm understanding and seek feedback |
| Get the work | 1.1-1.7, 2.1-2.3, 3.1, | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements taking responsibility for |

| | | |
|------|-------------------------------|---|
| done | 3.3, 3.4, 4.1-4.4, 5.1-5.3 | <p>decisions and sequencing tasks to achieve efficient outcomes</p> <ul style="list-style-type: none"> • Identifies and responds to problems and opportunities for improvement, considering options for different approaches • Uses information and communications technology (ICT) based tools to design assessment systems and work processes, and to complete work tasks |
|------|-------------------------------|---|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---------------------------------------|--|---|-----------------------|
| TAEDEL501 Facilitate e-learning | TAEDEL501A Facilitate e-learning | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL501 Facilitate e-learning

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- facilitating one complete e-learning program, providing detail about:
 - how learner needs were identified
 - the e-learning delivery plan
 - protocols for the learning environment
 - support mechanisms available to learners
 - at least two examples of organising and facilitating a minimum of two e-learning activities covering diverse e-learning environments
 - how the program was monitored and reviewed.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- adult learning principles
- how to distinguish between a technical problem and a content problem, and to respond accordingly
- the use of relevant technologies and tools, including those that allow the trainer/facilitator to monitor every entry and electronic movement of the learner
- relevant learning management systems
- the structure and content of relevant e-learning resources
- the ethics and codes of conduct related to e-learning
- cultural awareness, particularly in regard to ensuring electronic discussions are culturally sensitive
- workplace health and safety (WHS) relating to the work role, and the WHS considerations to include in the design of e-learning resources.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to the e-learning system in use in the organisation.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDEL502 Provide advanced facilitation practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to provide high-level facilitation, including reflective and continuous improvement practices, in a vocational education and training (VET) context.

It applies to experienced teachers, trainers and assessors utilising a range of techniques, across a range of contexts, to create the best learning outcomes for learners within a vocational education context such as a Registered Training Organisation (RTO).

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Extend facilitation practices | 1.1 Update knowledge of learning methods, facilitation techniques and learning theories, to improve delivery and facilitation practices 1.2 Maintain currency of vocational competencies and related |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | subject matter expertise 1.3 Practise flexibility, innovation and responsiveness in facilitation practice 1.4 Reflect on own practice and experiences as a facilitator, to determine and document potential improvements to delivery approaches |
| 2. Prepare for complex environments | 2.1 Identify environmental conditions and their potential impact on teaching 2.2 Manage constraints to delivery with relevant personnel 2.3 Review, and adjust, training and assessment strategies to address the constraints of complex environments |
| 3. Prepare for learners with complex needs | 3.1 Research the characteristics of learners with complex needs, and identify potential barriers to learning 3.2 Develop, and adjust, training and assessment strategies, and customise learning materials to meet needs |
| 4. Develop learner independence | 4.1 Enhance learner experiences using a range of learning methods and inclusive practices 4.2 Acknowledge and address potential barriers to learning 4.3 Encourage learners towards self-directed learning by establishing enabling processes |
| 5. Reflect on, and improve practice | 5.1 Seek input from other relevant personnel regarding teaching, facilitation and learning practices 5.2 Review teaching, facilitation and learning practices to identify and document opportunities for improvement 5.3 Implement the documented improvement plan, review, and adjust as required |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
| | | |

| | | |
|----------------------------|--|---|
| Learning | 1.1, 1.2, 1.4 | <ul style="list-style-type: none"> Undertakes research activities and reflects on performance to identify opportunities for own learning, development and extension of practice and experience |
| Reading | 1.1, 1.2, 2.3, 3.1, 5.2 | <ul style="list-style-type: none"> Sources, analyses and interprets text-based information to learn, develop and continuously improve |
| Writing | 1.4, 2.3, 3.2, 5.2, 5.3 | <ul style="list-style-type: none"> Appropriately documents potential improvements |
| Oral Communication | 1.3, 5.1 | <ul style="list-style-type: none"> Uses appropriate communication techniques to interact effectively with learners and staff, to respond to barriers, ensure engagement and facilitate effective learning. |
| Navigate the world of work | 1.3 | <ul style="list-style-type: none"> Takes steps to practise skills relevant to facilitation role |
| Interact with others | 2.2, 4.1-4.3 | <ul style="list-style-type: none"> Cooperates and consults with others to build rapport, understanding and an enhanced learning environment |
| Get the work done | 1.1-1.4, 2.1-2.3, 3.1, 3.2, 4.1-4.3, 5.1-5.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems, and opportunities for improvement, considering options for different approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TAEDEL502 Provide advanced facilitation practice | TAEDEL502A Provide advanced facilitation practice | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL502 Provide advanced facilitation practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- facilitating groups of learners and demonstrating:
 - the selection and use of different teaching and delivery methods, applied in different delivery modes that are relevant and appropriate to different learners and their needs
 - integration of theory and practice in own performance and in supporting learners to develop competency
 - a variety of strategies to support increased learner independence
 - documentation of reflective practice and proposed changes to practice
- collecting feedback from observers such as supervising teachers/trainers, peers, colleagues, learners or clients
- analysing feedback from a range of sources, and reflecting on the success of the training delivery, as well as own performance.

The candidate must be able to show evidence of having conducted a minimum of 100 hours of group facilitation, in addition to any evidence provided of work with individual learners, or in a different learning context.

The candidate must show evidence of feedback from at least two peers and 10 learners, and evidence of reflection on this feedback.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the main branches of learning theory incorporating behavioural learning theory, cognitive learning theory, experiential learning theory, information processing theory, and current research on learning as it relates to teaching in an adult environment
- different delivery modes and facilitation techniques, and their appropriateness for different learners and learning situations
- the code of practice and/or ethics relevant to the vocational education and training (VET) sector
- ways in which components of Training Packages, accredited curricula and learning resources can be contextualised to meet the needs of individual learners, without compromising standards.
-

Assessment Conditions

Assessment must take place within a VET workplace, and include access to the full range of physical resources usually provided to a facilitator of a training program, in a registered training organisation (RTO).

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES401 Design and develop learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This version first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to conceptualise, design, develop and review learning programs to meet an identified need for a group of learners. The unit addresses the skills and knowledge needed to identify the parameters of a learning program, determine its design, outline the content, and review its effectiveness.

It applies to trainers or facilitators who work under limited supervision to design, or develop, learning programs that are discrete, and provide a planned learning approach that relates to specific learning and training needs, or part of the learning design for a qualification.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Define the parameters | 1.1 Clarify the purpose and type of learning program with key |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| of the learning program | stakeholders 1.2 Access and confirm the competency standards, and other training specifications, on which to base the learning program 1.3 Identify language, literacy and numeracy requirements of the program 1.4 Identify and consider characteristics of the target learner group |
| 2. Work within the VET policy framework | 2.1 Access relevant vocational education and training (VET) policies and frameworks, and apply to work practices 2.2 Identify changes to training packages and accredited courses, and apply these to program development 2.3 Conduct work according to organisational quality assurance policies and procedures |
| 3. Develop program content | 3.1 Research, develop and document specific subject matter content, according to agreed design options 3.2 Evaluate existing learning resources for content relevance and quality 3.3 Specify assessment requirements of the learning program |
| 4. Design the structure of the learning program | 4.1 Break the learning content into manageable segments, and document the timeframe for each segment 4.2 Determine and confirm delivery strategies, required assessment methods and tools 4.3 Document the complete learning program in line with organisational requirements 4.4 Review the complete program with key stakeholders, and adjust as required 4.5 Ensure a safe learning progression by analysing risks in the learning environment, and including a risk control plan |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
| | | |

| | | |
|----------------------------|--|---|
| Reading | 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.2, 4.4, 4.5 | <ul style="list-style-type: none"> Interprets specific information and instructions from a range of sources, to identify relevance to requirements |
| Writing | 1.1, 3.1, 3.3, 4.1, 4.2, 4.3, 4.4, 4.5 | <ul style="list-style-type: none"> Develops documents and content using the required format, accurate spelling, and grammar and terminology specific to the purpose and audience |
| Oral Communication | 1.4 | <ul style="list-style-type: none"> Uses appropriate language, questioning and listening techniques to provide and elicit information, confirm understanding and explore others' views. |
| Numeracy | 4.1 | <ul style="list-style-type: none"> Interprets familiar measurements relating to timeframes and compares against requirements |
| Navigate the world of work | 4.3 | <ul style="list-style-type: none"> Follows organisational protocols, policies and procedures regarding program documentation |
| Interact with others | 1.1, 1.2, 4.2, 4.4 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation while collaborating to confirm strategy and achieve required outcomes |
| Get the work done | 1.1-1.4, 2.1-2.3, 3.1-3.3, 4.1-4.5 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to potential risks, considering options for different approaches Uses information and communications technology (ICT) based tools to conduct research, design work processes, and to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TA EDES401 Design and develop learning programs | TA EDES401A Design and develop learning programs | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES401 Design and develop learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This version first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- designing, developing and reviewing learning programs within the vocational education and training (VET) context
- preparing and developing a minimum of two learning programs:
- that contain differentiated learning program designs to reflect particular needs, contexts and timelines

at least one of which must be based on competency standards or accredited courses, and must cover at least one entire unit of competency or accredited course module.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- information about training package developers and course accreditation agencies responsible for specific learning program parameters
- training packages and relevant competency standards to be used as the basis of the learning program
- other performance standards and criteria to be used as the basis of the learning program, where relevant
- the distinction and relationship between a training package/accredited course, learning strategy and learning program
- the different purposes and focus of learning programs

- instructional design principles relating to different design options for learning program design and structure
- availability and types of different relevant learning resources, learning materials, and pre-developed learning activities
- methodologies relating to developing and documenting new learning activities, and related learning materials
- different delivery modes and methods
- relevant policies, legal requirements, codes of practice and national standards, including commonwealth and state or territory legislation, that may affect training and assessment in the VET sector
- describe relevant workplace health and safety (WHS) knowledge relating to the work role, and WHS considerations that need to be included in the learning program.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to competency standards or accredited courses relevant to the learning programs.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES402 Use training packages and accredited courses to meet client needs

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This version first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to use training packages and accredited courses as tools to support industry, organisation and individual competency development needs.

It applies to individuals who are working in or with training and/or assessment organisations as an entry-level trainer, teacher, facilitator or assessor using a pre-defined training product, such as a training package or accredited course.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Select appropriate training package or | 1.1 Confirm the training and/or assessment needs of the client 1.2 Identify and source training packages, qualifications and/or |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| accredited course | accredited courses that could satisfy client needs 1.3 Use training products in line with vocational education and training (VET) sector requirements, and the training and assessment organisation's quality assurance policies and procedures |
| 2. Analyse and interpret the qualifications framework | 2.1 Read and interpret the qualification framework, and packaging rules of the identified qualification 2.2 Review and determine applicable licensing requirements and prerequisites 2.3 Determine suitable electives that meet client needs and job roles |
| 3. Analyse and interpret units of competency and accredited modules | 3.1 Select skill set, individual unit or accredited module to meet client needs and document reasons for selection 3.2 Read, analyse and interpret all parts of each selected unit, or accredited module, for application to client needs 3.3 Analyse links between the units, and/or accredited modules, to develop effective applications for the client |
| 4. Contextualise units and modules for client applications | 4.1 Use information from the client to contextualise units, or accredited modules, to meet client needs 4.2 Use advice on contextualisation produced by the training package developer or course developer to meet client needs |
| 5. Analyse and interpret assessment information | 5.1 Read and analyse the assessment information of the relevant training package or accredited course 5.2 Provide appropriate advice to the client about assessment requirements |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------|---|---|
| Reading | 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.1, 3.2, | <ul style="list-style-type: none"> Sources, analyses and interprets information, to identify relevance to client needs |

| | | |
|----------------------------|---|---|
| | 3.3, 4.2, 5.1, 5.1 | |
| Writing | 3.3, 3.4, 4.1, 4.2, 5.1, 5.2 | <ul style="list-style-type: none"> Prepares information that incorporates the interpretation and analysis of information, using appropriate language in a format and style suited to the audience and context |
| Oral Communication | 1.1, 4.1, 5.2 | <ul style="list-style-type: none"> Uses appropriate communication techniques to provide and elicit information, confirm understanding and communicate conclusions |
| Navigate the world of work | 1.3 | <ul style="list-style-type: none"> Follows organisational protocols, policies and procedures regarding quality assurance |
| Interact with others | 1.1 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation to confirm client needs |
| Get the work done | 1.1-1.3, 2.1-2.3, 3.1-3.4, 4.1, 4.2, 5.1, 5.2 | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems and opportunities for improvement and innovation, and considers options for different approaches Uses information and communications technology (ICT) based tools to conduct research, design work processes, and to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| TAEDES402 Use training packages and accredited courses to meet client needs | TAEDES402A Use training packages and accredited courses to meet client needs | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES402 Use training packages and accredited courses to meet client needs

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This version first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- analysing a training package and/or accredited course, to examine its component parts, identify relevant qualifications and units of competency or modules, and contextualise those to meet the specific needs of one client
- demonstrate a minimum of two examples of analysing training specifications, including at least one training package; the other may be another training package or an accredited course that meets a specific client need.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of the:

- Australian Qualifications Framework (AQF) guidelines, including characteristics of AQF qualification types
- functions and responsibilities of training package developers, and course accreditation agencies, and their roles as key vocational education and training (VET) organisations
- dimensions of competency
- format and structure of accredited courses
- format and structure of units of competency, and assessment requirements
- function of training packages and accredited curriculum as benchmarks in a competency-based VET training and assessment system

- methodology relating to analysing and using competency standards for a range of applications and purposes, to meet the needs of a diverse range of VET clients
- terminology used in training packages and accredited courses
- parts of training packages that can be contextualised and parts that cannot
- Standards for Training Packages, including the role and purpose of each endorsed component
- non-endorsed components of training packages
- sources of training package information.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to:

- training package components developed to meet the Standards for Training Packages, and those developed to meet the requirements of the Training Package Development Handbook.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES501 Design and develop learning strategies

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to design, develop and review learning strategies.

It applies to those who work under limited supervision and use a range of specialised technical or managerial skills to develop learning strategies relevant to both Training Package qualifications and course-based qualifications.

The learning strategy provides an overview or outline only. Detailed guidance is provided in the content of specific learning programs.

No licensing, legislative or certification requirements apply to this unit at the time of publication

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine the | 1.1 Clarify the purpose of the learning strategy, likely target |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| parameters of the learning strategy | <p>groups and their learning needs</p> <p>1.2 Research qualification or other benchmark options for meeting the likely target group needs and select an appropriate option</p> <p>1.3 Consult with relevant people to confirm the parameters of the learning strategy</p> |
| 2. Develop the framework for the learning strategy | <p>2.1 Develop a learning strategy design that reflects the requirements of the selected qualification or other benchmark</p> <p>2.2 Analyse industry or organisation documentation to determine additional and supporting requirements</p> <p>2.3 Research and analyse options for design, based on likely target groups, their learning needs and contexts for delivery</p> <p>2.4 Use appropriate learning theories and instructional design principles to support the learning strategy design</p> <p>2.5 Identify and document learning outcomes</p> <p>2.6 Consult to modify and confirm the framework</p> <p>2.7 Develop the review process for the learning strategy</p> |
| 3. Devise the content and structure of the learning strategy | <p>3.1 Construct content headings from learning outcomes to form an overview of content to be addressed</p> <p>3.2 Sequence the content to support learning and determine overall timelines within operating constraints</p> <p>3.3 Express learning strategy outcomes to reflect both generic and specific learning outcomes to be achieved</p> <p>3.4 Identify and document appropriate delivery and assessment strategies, taking account of the learning parameters, design framework and learning context</p> <p>3.5 Identify and document operational requirements</p> |
| 4. Review the learning strategy | <p>4.1 Review the learning strategy in collaboration with relevant people against specified criteria prior to and post implementation</p> <p>4.2 Document a post-implementation review process that includes measures for identifying the effectiveness and quality of the learning strategy</p> <p>4.3 Make recommendations based on outcomes of the review processes, where appropriate, and document these</p> <p>4.4 Make modifications and document as part of a continuous improvement strategy</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------|--|---|
| Reading | 1.1, 1.2, 2.2, 2.3, 2.5, 3.4, 3.5, 4.1 | <ul style="list-style-type: none"> Sources, analyses and interprets written information, including training standards, organisational policies and procedures and review data to identify relevance for learning strategy and continuous improvement |
| Writing | 1.1, 2.1, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 4.2, 4.3, 4.4 | <ul style="list-style-type: none"> Produces documents, including a learning strategy, that incorporates the analysis of information, and is presented in clear and format and style appropriate to audience and context |
| Numeracy | 3.2 | <ul style="list-style-type: none"> Structures timeframes to represent a sequence of events |
| Interact with others | 1.1, 1.3, 2.6, 4.1 | <ul style="list-style-type: none"> Recognises the importance of consultation and collaboration to clarify strategy and receive and incorporate feedback |
| Get the work done | 1.1-1.3, 2.1-2.7, 3.1-3.5, 4.1-4.4 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements taking responsibility for decisions Identifies and responds to problems and opportunities for improvement and considers options for different approaches Sequences tasks to achieve efficient outcomes and identifies appropriate process milestones and performance indicators to monitor progress |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TA EDES501 Design and develop learning strategies | TA EDES501A Design and develop learning strategies | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES501 Design and develop learning strategies

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- preparation and presentation of a minimum of two examples of learning strategies designed by the candidate, with differentiated design structures in each that:
 - reflect the specific requirements of the qualification or skill set, and
 - reflect client needs and the contexts of application
- documentation of a review that provides outcomes and evidence of continuous improvement.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- Training Packages, including the content of Training Packages relevant to the learning strategy
- accredited courses and the similarities and differences between them and the skill sets, or qualifications, within training packages
- NVR/AQTF requirements for Registered Training Organisations (RTOs) in terms of their effect on the design, and development, of learning strategies
- The Australian Qualifications Framework (AQF) including:
 - key features of each qualification type
 - AQF pathways policy including credit transfer
- industry and enterprise requirements, including:

- those relevant to the learning strategy
- industry licensing arrangements, where relevant
- the main branches of learning theory incorporating behavioural learning theory, cognitive learning theory, experiential learning theory, information processing theory and current research on learning, as it relates to teaching in an adult environment
- assessment approaches, including:
 - the basis and rationale for different assessment methods appropriate to the learning strategy.
 -

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to NVR/AQTF requirements for RTOs.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES502 Design and develop learning resources

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to design, and develop resources to support the learning process.

It applies to those who use a range of specialised technical or managerial skills, to develop learning resources.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Research the learning resource requirements | 1.1 Clarify with the client the brief, focus and type of learning resource 1.2 Research the target audience, their learning needs and the learning environment for the resource 1.3 Gather, collate and analyse relevant existing information 1.4 Identify any ethical and legal considerations and act on them 1.5 Write a development work plan |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| 2. Design the learning resource and plan the content | <p>2.1 Generate a range of design options using a variety of techniques</p> <p>2.2 Develop and confirm with the client an outline or prototype for the learning resource</p> <p>2.3 Analyse content specifications of the learning product and map out proposed content</p> |
| 3. Develop the learning resource content | <p>3.1 Develop content and content specifications in accordance with the agreed design</p> <p>3.2 Establish mechanisms for reviewing work-in-progress</p> <p>3.3 Ensure any text is clear, concise, grammatically correct and appropriate for the intended audience</p> <p>3.4 Ensure any visuals are relevant, instructive and appropriate for the intended audience</p> |
| 4. Review learning resource prior to implementation | <p>4.1 Check resource content to ensure the accuracy and relevance of information against specifications</p> <p>4.2 Check text, format and visual design for clarity and focus</p> <p>4.3 Conduct an external review using appropriate review methods and incorporate feedback</p> <p>4.4 Review final draft against the brief and other relevant criteria to ensure it meets all requirements prior to delivery to the client</p> |
| 5. Evaluate the design and development process | <p>5.1 Review the design and development process against appropriate evaluation criteria</p> <p>5.2 Reflect on the development process and methods and identify areas for improvement</p> <p>5.3 Document identified improvements for future projects</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------|---|---|
| Reading | 1.1, 1.2, 1.3, 1.4, 2.3, 3.1, 3.3, 3.4, | <ul style="list-style-type: none"> Sources, analyses and interprets text-based information to identify relevance to requirements |

| | | |
|----------------------------|--|--|
| | 4.1, 4.2, 4.3, 4.4, 5.1 | <ul style="list-style-type: none"> Checks learning materials for accuracy, relevance, clarity and focus |
| Writing | 1.1, 1.5, 2.1, 2.2, 2.3, 3.1, 3.3, 4.3, 5.2, 5.3 | <ul style="list-style-type: none"> Produces learning materials that are clear, concise, grammatically correct and appropriate for the intended audience Produces documents in a format and structure appropriate for audience and context |
| Oral Communication | 1.2, 1.4, 3.2, 4.3 | <ul style="list-style-type: none"> Uses appropriate communication to clarify requirements, elicit information and review materials |
| Navigate the world of work | 1.4 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to legal and ethical requirements |
| Interact with others | 1.1, 2.2 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation, while collaborating to confirm strategy and achieve required outcomes |
| Get the work done | 1.1-1.5, 2.1-2.3, 3.1-3.4, 4.1-4.4, 5.1-5.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements, taking responsibility for decisions Sequences tasks to achieve efficient outcomes and monitors progress Seeks feedback and identifies, and responds to problems and opportunities for improvement, and considers options for different or improved approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TAEDES502 Design and develop learning resources | TAEDES502A Design and develop learning resources | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES502 Design and develop learning resources

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- researching, designing and developing two print based resources that reflect client needs and the contexts of application, with documented evidence of:
 - consultation with clients, research and findings
 - completed designs for the two resources
- completed development of one resource, with documented evidence of:
 - a review and trial of the resource, including user feedback and how this impacted on the development of the resource
 - the final print-based resource, either complete, or in part, or a sample
 - the candidate's specific role in the development process.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the principles, theories and contemporary practices of instructional design
- the main branches of learning theory incorporating behavioural learning theory, cognitive learning theory, experiential learning theory, information processing theory and current research on learning, as it relates to teaching in an adult environment
- language, literacy and numeracy (LLN) issues, including:
 - requirements of the target audience
 - using the Australian Core Skills Framework (ACSF) as a framework to aid instructional design
- legal, organisational and ethical responsibilities associated with the assessment system, including:
 - maintaining client privacy and confidentiality

- providing accurate information
- duty of care under common law
- compliance with NVR/AQTF requirements
- copyright and its effect on the design, and development of learning resources.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES503 Design and develop e-learning resources

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to design and develop e-learning resources.

It applies to those who work under limited supervision and use a range of specialised technical or managerial skills, to develop e-learning resources.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Determine the scope and research the e-learning resource | 1.1 Clarify the brief and focus for the e-resource with the client 1.2 Research the likely target audience for the e-resource, their characteristics and learning needs 1.3 Read, interpret and analyse existing relevant information, to determine the learning content for an e-learning resource 1.4 Determine the suitability of an e-learning resource for the likely target audience 1.5 Identify any ethical and legal considerations |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| | 1.6 Document findings of the research |
| 2. Design the e-learning resource | <p>2.1 Use knowledge and experience in learning theory and instructional design, to create the design for the e-learning resource</p> <p>2.2 Plan resources, materials and technical requirements needed for development of the e-learning resource based on the design of the e-learning resource</p> <p>2.3 Present and discuss the design with the client, and obtain further feedback of the e-learning resource</p> <p>2.4 Incorporate feedback and address any additional issues in the design</p> <p>2.5 Confirm with client the design to be developed into the e-learning resource</p> |
| 3. Develop the e-learning resource | <p>3.1 Identify the relevant people to collaborate with on the development of the e-learning resources</p> <p>3.2 Determine the timelines and resource issues for the production of the e-learning resource</p> <p>3.3 Consult and use relevant technical guidelines and requirements</p> <p>3.4 Address any identified legal or ethical obligations, or issues that arise in the development of the e-learning resource</p> <p>3.5 Develop content and technical framework of the e-learning resources, and address any issues as they arise with relevant persons</p> <p>3.6 Document the development of the e-learning resource</p> |
| 4. Review, trial and evaluate the e-learning process | <p>4.1 Review the e-learning resource against the client brief, likely target audience and learning needs</p> <p>4.2 Plan for the trial of the e-learning resource with potential users</p> <p>4.3 Trial the resource with appropriate recording of outcomes and feedback</p> <p>4.4 Analyse outcomes and feedback of the trial</p> <p>4.5 Make adjustments to finalise the e-learning resource</p> <p>4.6 Discuss and reflect on production of the e-learning resource</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|---|
| Reading | 1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.2, 3.3, 3.4, 4.1, 4.4 | <ul style="list-style-type: none"> Sources, analyses and interprets text-based information, including technical standards, learning theories, organisational policies and procedures, learner information, and review data to inform development of resources |
| Writing | 1.6, 2.1, 2.4, 3.2, 3.5, 3.6, 4.2, 4.3, 4.5 | <ul style="list-style-type: none"> Produces e-learning material that incorporates an analysis of research, and meets the needs of a specific audience, context and medium Produces supporting documentation in an appropriate style and format |
| Oral Communication | 1.2, 1.5, 2.3, 3.1, 4.1, 4.2, 4.6 | <ul style="list-style-type: none"> Uses appropriate communication techniques to explore client requirements, present and discuss ideas and feedback, consult |
| Numeracy | 3.2 | <ul style="list-style-type: none"> Structures timeframes to represent a sequence of events Costs resources as appropriate Works with technical information |
| Navigate the world of work | 1.5, 3.4 | <ul style="list-style-type: none"> Identifies, confirms and takes responsibility for adherence to legal and ethical requirements |
| Interact with others | 1.1, 2.5, 3.3 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation, while collaborating to confirm the strategy, and achieve required outcomes |
| Get the work done | 1.1-1.6, 2.1-2.5, 3.1-3.6, 4.1-4.6 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements, taking responsibility for decisions Sequences tasks and establishes timelines to achieve efficient outcomes and monitors progress Seeks feedback and identifies and responds to problems and opportunities for improvement and considers options for different or improved approaches Uses information and communications technology (ICT) based tools to conduct research, assess specifications and complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|---------------------------|
| TAEDES503 Design and develop e-learning resources | TAEDES503A Design and develop e-learning resources | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES503 Design and develop e-learning resources

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- to research, design and develop two e-learning resources that reflect client needs and the contexts of application, including:
 - documented evidence of consultation, research and findings
 - completed designs for the two resources
- completed development of one resource, with documented evidence of:
 - a review and trial of the resource, including user feedback and how this impacted on the development of the resource
 - the final e-learning resource, either complete, or in part, or a sample
 - the candidate's specific role in the development process.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the characteristics of the intended learner group or audience that may impact on learning, including:
 - language, literacy and numeracy competency
 - cultural, educational and other backgrounds
 - attributes or experience
- current and emerging technologies available for e-resources
- project management methodology to ensure the design and development meets requirements of budget, time, resources and administration
- the principles around effective learning using technology, including multiple perspectives, opportunity for reflection and collaborative learning, and the variety and organisation of information

- concepts of intellectual property and related legal requirements
- a range of e-learning environments and products, and their suitability for different learning outcomes and audiences
- design models and technical requirements for e-learning resources

how design models and technical resources affect learning.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to an e-learning environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES504 Research and develop units of competency

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to research, and develop units of competency to address work functions and processes, work roles and work-related vocational outcomes.

It applies to those who work under limited supervision and use a range of specialised analytical or managerial skills, in researching and developing units of competency.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Interpret requirements and research competency area | 1.1 Clarify with the client, the purpose and scope for developing the unit of competency 1.2 Identify and confirm with relevant people, the systems and processes necessary to manage the development of the unit of competency 1.3 Conduct initial research in the defined scope to identify relevant information to the unit of competency |

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------------|--|
| | 1.4 Analyse work role using a variety of research methods 1.5 Establish an overview of the factors necessary to competently perform work functions 1.6 Confirm research outcomes with relevant people |
| 2. Draft the unit of competency | 2.1 Access and interpret relevant guidelines to format and structure, the unit of competency 2.2 Use the research outcomes and relevant guidelines to draft the unit of competency in the required format 2.3 Draft a consistent and accessible unit of competency using plain English and technical language appropriate to the audience 2.4 Confirm the draft unit of competency with relevant people |
| 3. Validate the unit of competency | 3.1 Plan and write a comprehensive consultation process to review, validate and obtain feedback on the draft unit of competency 3.2 Review the consultation process 3.3 Conduct the consultation process with relevant stakeholders 3.4 Collate and analyse feedback from the consultation process, and modify the draft unit of competency to address any issues raised 3.5 Document the consultation process and outcomes 3.6 Conduct further consultation if necessary, and any further modifications to the draft unit of competency 3.7 Confirm findings with relevant stakeholders |
| 4. Finalise the unit of competency | 4.1 Ensure the draft unit of competency includes all relevant changes and the draft meets all requirements 4.2 Consider and address any final issues in the draft unit of competency, and deliver to the client 4.3 Evaluate and reflect upon the development process to identify and make improvements |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance | Description |
|-------|-------------|-------------|
|-------|-------------|-------------|

| | Criteria | |
|----------------------|---|---|
| Learning | 4.3 | <ul style="list-style-type: none"> Reflects, seeks feedback and undertakes review activities to build own knowledge in order to improve |
| Reading | 1.2, 1.3, 1.4, 2.1, 3.2, 3.4, 4.1, 4.2 | <ul style="list-style-type: none"> Sources, analyses and interprets written texts, including research material, job role specifications, standards and organisational policies and procedures, to identify information relevant to units of competency and continuous improvement |
| Writing | 1.1, 1.2, 1.5, 1.6, 2.2, 2.3, 2.4, 3.1, 3.3, 3.4, 3.5, 3.6, 3.7, 4.2, 4.3 | <ul style="list-style-type: none"> Structures content and documents in a precise and logical manner that incorporates the interpretation and analysis of information various sources using language, format and style appropriate to a specific audience and context |
| Oral Communication | 1.3, 1.4, 4.3 | <ul style="list-style-type: none"> Leads communication using appropriate techniques to provide and elicit information, confirm understanding, explore client requirements and describe recommendations and improvements effectively and appropriately |
| Interact with others | 1.1, 1.2, 1.6, 2.4, 3.3, 3.6, 3.7 | <ul style="list-style-type: none"> Recognises the importance of consultation and collaboration, to clarify and confirm strategy and receive and incorporate feedback |
| Get the work done | 1.1-1.6, 2.1-2.4, 3.1-3.7, 4.1-4.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements, taking responsibility for decisions Seeks feedback, reflects and identifies and responds to problems and opportunities for improvement and considers options for different or improved approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| TAEDES504 Research and develop units of competency | TAEDES504A Research and develop units of competency | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES504 Research and develop units of competency

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- to research, plan and draft three units of competency, and their associated assessment requirements, with consultation and review processes for each unit
- provide the draft units of competency that meet format requirements, each with a written report detailing:
 - discussions with the client to clarify the scope, and purpose of the unit of competency
 - research undertaken, including methods and outcomes
 - consultation process and feedback
 - changes made to the unit of competency as a result of the consultation process.
 -

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- training package development and implementation
- current Standards for Training Packages and any related guidelines
- the roles of Industry Skills Councils (ISCs) and the National Skills Standards Council (NSSC) in relation to the development and endorsement of Training Packages
- who to collaborate with in order to obtain information about competency standards and their development, including:
 - ISCs
 - employer organisations and unions
 - professional bodies
 - other developers
 - the training package quality assurance panel

- trainers
- facilitators and assessors
- relevant workplace health and safety (WHS) knowledge relating to the work role, and WHS considerations that need to be included in the content of competency standards.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to Standards for Training Packages.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEDES505 Evaluate a training program

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to evaluate a training program, by measuring the effectiveness of training in meeting workforce performance needs and capability requirements.

In a NVR/AQTF context it can contribute to the continuous improvement cycle within a registered training organisation (RTO).

It applies to those who have responsibility for delivery and assessment strategies in the training programs of an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Learning design

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Plan and prepare evaluation | 1.1 Document the aim and scope of the evaluation study 1.2 Identify the data and information required, and access sources of information 1.3 Establish a project plan and timelines that identify tasks and |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | <p>stakeholders in the evaluation process</p> <p>1.4 Select and brief staff to be involved</p> <p>1.5 Establish constructive relationships with the stakeholders identified in the evaluation plan</p> |
| <p>2. Collect and collate evaluation data and information for a training program</p> | <p>2.1 Identify the most appropriate technique(s) for gathering quantitative and qualitative data and information</p> <p>2.2 Develop evaluation instruments to gather data and information</p> <p>2.3 Arrange workplace visits and meetings, and access to data and information</p> <p>2.4 Collect data and information, and store in compliance with the record keeping and privacy policies and procedures of the organisation</p> <p>2.5 Identify and record potentially useful information that is not identified in the evaluation plan</p> <p>2.6 Collate and process data relevant to the evaluation</p> |
| <p>3. Analyse evaluation data and information and make conclusions</p> | <p>3.1 Analyse the data and information to identify the outcomes of training, and their impact on workforce capability</p> <p>3.2 Cross-check findings where possible by comparing with the results from different evaluation instruments</p> <p>3.3 Develop conclusions about the effectiveness and efficiency of the training program, as per the evaluation aim and scope</p> <p>3.4 Document areas of training that are satisfactory and those requiring improvement</p> <p>3.5 Identify factors affecting performance and suggest possible enhancements or alternatives to the training program</p> |
| <p>4. Report on the conclusions and recommendations of the evaluation</p> | <p>4.1 Document issues and conclusions arising from the analysis conducted</p> <p>4.2 Make recommendations to stakeholders on areas of possible improvement</p> <p>4.3 Discuss preliminary findings with stakeholders</p> <p>4.4 Produce an evaluation report and distribute to all stakeholders</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Reading | 1.2, 2.1, 2.4 2.5, 2.6, 3.1, 3.2, 3.3 | <ul style="list-style-type: none"> • Sources and analyses text-based information to identify relevance to requirements • Interprets written and numeric information to draw conclusions and to inform decision making |
| Writing | 1.1, 1.3, 2.1, 2.2, 2.5, 2.6, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2, 4.4 | <ul style="list-style-type: none"> • Produces documentation including a project plan, evaluation instruments, data reports, project reports, and evaluations, in a logical and concise manner that incorporates the analysis of information and the development of conclusions and recommendations, using language, format and style appropriate to a specific audience and context |
| Oral Communication | 1.4, 2.3, 2.4, 4.2, 4.3 | <ul style="list-style-type: none"> • Uses appropriate communication techniques to provide and elicit information, confirm understanding, explore client requirements and discuss findings |
| Numeracy | 1.2, 1.3, 2.1, 2.2, 2.5, 2.6, 3.1, 3.2, 4.1, 4.4 | <ul style="list-style-type: none"> • Collates, interprets and compares numerical and statistical information to apply relevance to requirements |
| Navigate the world of work | 2.4 | <ul style="list-style-type: none"> • Follows organisational protocols, policies and procedures regarding program evaluation |
| Interact with others | 1.5 | <ul style="list-style-type: none"> • Recognises the importance of consultation and collaboration to build rapport, clarify and confirm strategy and receive and incorporate feedback |
| Get the work done | 1.1-1.5, 2.1-2.6, 3.1-3.5, 4.1-4.4 | <ul style="list-style-type: none"> • Plans, organises and completes work according to defined requirements taking responsibility for decisions • Sequences tasks to achieve efficient outcomes and identifies appropriate process milestones and evaluation processes to assess program effectiveness • Seeks feedback and identifies and responds to problems and opportunities for improvement and considers options for different or improved approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|-------------------------------|
| TAEDES505 Evaluate a training program | TAEDES505A Evaluate a training program | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDES505 Evaluate a training program

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- evaluating one training program against workforce performance needs and capability requirements
- producing an evaluation report that addresses all phases of the evaluation process including recommendations on areas for improvement
- critically reviewing the evaluation process and approaches taken and propose changes to improve the process.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- Training Packages and accredited courses, and what comprises quality training and assessment services
- the terminology relating to quality evaluation processes
- a range of evaluation models/methods, including the Kirkpatrick Model
- security of information and confidentiality requirements in relation to evaluation
- different methodologies for evaluation, and when qualitative and quantitative measures are most useful.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to the full details of the training program to be evaluated.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEICR501 Work in partnership with industry, enterprises and community groups

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to work in partnership with industry, enterprises and community groups to provide a range of learning and development services. It covers preparing for the partnership as well as negotiating, implementing, maintaining, evaluating and reviewing the partnership arrangement.

It applies to individuals within a Registered Training Organisation (RTO) who are planning to work in partnerships, or who are already working in partnership, with an organisation such as an industry group, enterprise or community group, to provide a learning and development service, or related service.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Industry and community relations

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare for partnership with the organisation | 1.1 Determine RTO readiness for engagement with the partner organisation, in line with the RTO's strategic plan 1.2 Identify skills needed by RTO staff to work effectively with the organisation, as determined by the requirements of the |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | <p>organisation</p> <p>1.3 Conduct an RTO skills analysis to determine if the RTO staff have the required skills, or need further development prior to engaging with the organisation</p> |
| <p>2. Negotiate the partnership</p> | <p>2.1 Identify and set objectives for the partnership, in line with the strategic direction and plan of both the RTO and the partner organisation</p> <p>2.2 Determine and act on the likely strengths and weaknesses, opportunities and threats of the partnership arrangement</p> <p>2.3 Come to a common agreement with the organisation about the services and responsibilities of the RTO and the organisation</p> <p>2.4 Analyse resources needed for the partnership arrangement, and determine what resources each party will be contributing to the partnership</p> <p>2.5 Facilitate the drawing up and signing of a contract, or agreement, by appropriate personnel in both organisations</p> |
| <p>3. Implement the partnership</p> | <p>3.1 Design organisational processes in consultation with the relevant RTO and the partner organisation's personnel</p> <p>3.2 Establish reporting and recordkeeping processes in accordance with the RTO and the organisation's requirements</p> <p>3.3 Set the parameters for quality assurance of the service offered to the organisation</p> <p>3.4 Develop a learning and development strategy in consultation with the relevant RTO and the organisation's personnel</p> <p>3.5 Contextualise the learning and development service as required by the organisation</p> <p>3.6 Provide the learning and development service required by the organisation</p> |
| <p>4. Maintain the partnership</p> | <p>4.1 Use appropriate communication and interpersonal skills to develop, and maintain, a professional relationship with the partner organisation</p> <p>4.2 Provide support for own staff when providing the service to the organisation</p> <p>4.3 Encourage the organisation to provide support for their own staff when undergoing training, development and assessment</p> |
| <p>5. Evaluate and review the partnership</p> | <p>5.1 Evaluate the participants' reaction to the learning and development service</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|--|
| | <p>5.2 Evaluate the development in terms of the application of new skills, knowledge and attitude to the workplace</p> <p>5.3 Analyse the changes the learning and development service has made to the partner organisation</p> <p>5.4 Set up review criteria, and review the partnership arrangement, in consultation with the organisation</p> <p>5.5 Use evaluation and review processes to make suggestions for improving existing and future partnership arrangements, and report to relevant personnel</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|---|
| Learning | 3.4, 3.6 | <ul style="list-style-type: none"> Reflects on skills and knowledge of others, to seek opportunities for learning, development and improvement |
| Reading | 1.1, 1.2, 2.1, 2.4, 5.1, 5.2, 5.3 | <ul style="list-style-type: none"> Identifies, analyses and interprets written information presented in a variety of formats to identify relevance to requirements |
| Writing | 1.3, 2.1, 2.2, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 5.4, 5.5 | <ul style="list-style-type: none"> Prepares appropriate documentation in a detailed and logical manner using language, format and style appropriate to a specific audiences |
| Oral Communication | 2.3, 4.1, 5.5 | <ul style="list-style-type: none"> Leads communication to effectively provide and elicit information, confirm understanding, explore partner requirements, maintain relationships, support staff and clients |
| Navigate the world of work | 2.3, 2.5, 3.1, 3.2 | <ul style="list-style-type: none"> Facilitates the development of organisational goals, roles and responsibilities Facilitates the development and implementation of contracts or agreements |
| Interact with others | 3.1, 3.4, 5.4 | <ul style="list-style-type: none"> Recognises the importance of consultation and negotiation, while collaborating to achieve required outcomes |
| Get the work | 1.1-1.3, 2.1-2.5, | <ul style="list-style-type: none"> Organises and completes work according to defined requirements, taking responsibility for decisions and |

| | | |
|------|----------------------------|--|
| done | 3.1-3.6, 4.2, 4.3, 5.1-5.5 | <p>sequencing tasks to achieve efficient outcomes</p> <ul style="list-style-type: none"> • Uses systematic, analytical processes in complex, routine and non-routine situations gathering information and identifying and evaluating options based on organisational needs • Uses information and communications technology (ICT) based tools to design work processes, manage data and records and to complete work tasks |
|------|----------------------------|--|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|--------------------|
| TAEICR501 Work in partnership with industry, enterprises and community groups | TAEICR501A Work in partnership with industry, enterprises and community groups | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEICR501 Work in partnership with industry, enterprises and community groups

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- developing and maintaining key aspects of a partnership between a Registered Training Organisation (RTO) and at least one organisation, including:
- preparing for a partnership with an organisation
- negotiating the partnership
- implementing the partnership
- maintaining the partnership, including consulting and discussing issues with the organisation's personnel
- evaluating and reviewing the partnership.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- features of effective partnerships between RTOs and industry, enterprises and community groups
- the methods used to learn about:
 - the organisation's business and complexity
 - the organisation's services and/or products
 - emerging technologies, and trends, in the industry area that may affect the organisation's operations
- features of the partner organisation, including:
 - the purpose of the organisation, its strategic direction and plans
 - staffing numbers and organisational structure
 - reporting and recordkeeping requirements

- any policies and procedures relevant to the partnership, including quality, and workplace health and safety (WHS) procedures
- the importance of responding to the client organisation's needs efficiently and effectively
- training and assessment practices and procedures, including:
 - how the customisation of units of competency, resources and assessment tasks can be undertaken to meet organisational needs.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to the RTO's policy in relationship to partnerships with external organisations.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAELLN411 Address adult language, literacy and numeracy skills

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Application

This unit describes the skills and knowledge a vocational trainer or assessor requires to identify language, literacy and numeracy (LLN) skill requirements of training and the work environment, and to use resources and strategies that meet the needs of the learner group.

The unit applies to individuals who teach, train, assess and develop resources.

Competence in this unit does not indicate that a person is a qualified specialist adult language, literacy or numeracy practitioner.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Language, literacy and numeracy practice

Elements and Performance Criteria

| Elements | Performance Criteria |
|---|--|
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Analyse LLN requirements | 1.1 Determine LLN skill requirements of the training specification 1.2 Identify and analyse the LLN skill requirements essential to workplace performance |

| | |
|--|---|
| | 1.3 Determine the LLN skills of the learner group from validated tools and other sources |
| 2. Select and use resources and strategies to address LLN skill requirements | 2.1 Identify resources to support LLN skill development 2.2 Use learning and assessment materials to support identified LLN requirements, customising where necessary 2.3 Apply learning support strategies in training delivery appropriate to LLN requirements and learner group 2.4 Determine assessment strategies appropriate to LLN requirements and learner group |
| 3. Use specialist LLN support where required | 3.1 Review course demands and learner profile to determine if specialist LLN support is required 3.2 Access specialist LLN support where available 3.3 Integrate specialist LLN support into training or assessment practice where required |
| 4. Evaluate effectiveness of learning support and assessment strategies in addressing LLN requirements | 4.1 Seek feedback on learning support provided and assessment strategies used 4.2 Evaluate learning support and assessment strategies used 4.3 Determine areas for improvement based on evaluation |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|--------------------|------------------------------|---|
| Reading | 1.1, 1.2, 1.3, 2.1, 2.2, 3.1 | <ul style="list-style-type: none"> Analyses training specifications, training materials, LLN specific resources and validated tools based on the Australian Core Skills Framework (ACSF) Interprets information from enrolment records and pre-training assessments |
| Oral Communication | 2.3, 3.2, 3.3, 4.1 | <ul style="list-style-type: none"> Uses appropriate language with consideration to vocabulary, tone and pace to talk with learners and other vocational education and training (VET) colleagues |

| | | |
|----------------------|------------------------------|---|
| | | <ul style="list-style-type: none"> Uses language that demonstrates cultural sensitivity and builds and maintains understanding and rapport |
| Interact with others | 3.2, 4.1 | <ul style="list-style-type: none"> Collaborates with colleagues and support specialists to design and implement effective learning strategies Considers how others should be involved, often using consultative or collaborative processes when evaluating practice |
| Get the work done | 2.1, 3.2, 3.3, 4.1, 4.2, 4.3 | <ul style="list-style-type: none"> Uses formal and informal processes to monitor implementation of solutions and reflect on outcomes |

Unit Mapping Information

| Code and Title (<i>Current Version</i>) | Code and Title (<i>Previous Version</i>) | Comments | E/N |
|---|--|--|-----------------|
| TAELLN411 Address adult language, literacy and numeracy skills | TAELLN401A Address adult language, literacy and numeracy skills | Updated to meet Standards for Training Packages. Greater clarity provided in TAELLN411 on the nature of VET practitioner knowledge required. | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAELLN411 Address adult language, literacy and numeracy skills

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Performance Evidence

Evidence of the ability to:

- use tools to identify the LLN skill requirements (reading, writing, speaking, listening and numeracy) of the training specification and/or assessment process relevant to vocational delivery
- use various sources to gather information on the current LLN skills of a learner group
- identify available sources of support to address at least two of the identified LLN skill needs of the learner group
- customise and use at least two learning resources to address LLN requirements
- select, use and review at least two instructional strategies that directly address the identified LLN needs of the learner group
- use advice from specialist LLN practitioners to inform practice
- select, use and review at least two assessment strategies that cater for the identified LLN needs of the learner group
- determine areas for improvement of own practice.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- specify the critical LLN skills essential to workplace performance in an identified industry or sector
- identify cultural and social sensitivities relevant to communicating with individuals who are identified as requiring LLN support

- identify sources of resources, strategies and LLN support available in own training organisation and procedures for accessing them
- explain techniques for evaluating own training and assessment practice.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- texts and tasks typically found in the workplace
- specialist LLN practitioners for consultation and verification of approaches
- training and assessment tools based on the ACSF levels
- training package support materials
- workplace-specific tools, equipment, materials and industry software packages (where applicable).

Skills must be demonstrated with real vocational learners.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAELLN412 Access resources and support to address foundation skills in vocational practice

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Application

This unit describes the skills and knowledge that vocational trainers and assessors need to access resources, which include collaboration with foundation skills specialists, in order to integrate foundation skills into a vocational training program.

The unit applies to individuals who teach, train, assess and develop training and assessment resources.

Competence in this unit does not indicate that a person is a qualified specialist adult language, literacy or numeracy practitioner.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Language, literacy and numeracy practice

Elements and Performance Criteria

| Elements | Performance Criteria |
|---|---|
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify resourcing needs for effective delivery and assessment of | 1.1 Identify key areas where foundation skills are critical to vocational competence 1.2 Use formal frameworks and validated tools to identify |

| | |
|--|---|
| foundation skills | <p>learner profile and potential barriers for learning</p> <p>1.3 Review the training plan to identify underpinning foundation skills that will require explicit instruction or attention in assessment</p> <p>1.4 Determine strategies in own repertoire that address the required foundation skills development</p> <p>1.5 Identify areas within own vocational practice where support is required to address foundation skills</p> |
| 2. Research suitable resources to address foundation skills in vocational practice | <p>2.1 Review the available resources to address foundation skills delivery</p> <p>2.2 Identify resources which address foundation skills relevant to learner needs</p> <p>2.3 Identify sources of specialist advice to enhance own vocational practice</p> |
| 3. Source and use resources and support | <p>3.1 Make arrangements to secure suitable resources and specialist input according to organisational operating procedures and processes</p> <p>3.2 Collaborate with VET colleagues to incorporate solutions into planning instructional strategy and assessment design</p> <p>3.3 Where appropriate, participate in collaborative activities to address foundation skills</p> |
| 4. Evaluate own performance in supporting foundation skills development | <p>4.1 Build a personal record of resources and strategies that support learners' foundation skills development and vocational competence</p> <p>4.2 Seek feedback on approaches used to support foundation skills</p> <p>4.3 Access opportunities for improving own practice and use of resources and advice</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|-------|----------------------|-------------|
|-------|----------------------|-------------|

| | | |
|----------------------------|-----------------------------------|--|
| Learning | 1.1, 1.4, 2.3, 4.3 | <ul style="list-style-type: none"> Analyses own vocational practice and degree to which foundation skills are being addressed Uses strategies to identify and access suitable resources, such as networking, web searching and contacting relevant organisations |
| Reading | 1.1, 1.2, 1.3, 2.1 | <ul style="list-style-type: none"> Reads training specifications and frameworks to select information relevant to foundation skills Reviews a range of training and education support documents and relevant research Evaluates resources to determine their applicability for use in training sequence design and implementation |
| Writing | 3.2, 4.1 | <ul style="list-style-type: none"> Keeps records of useful resources and how they might be used Incorporates solutions into training plans, teaching resources and assessments |
| Oral Communication | 3.2, 3.3 | <ul style="list-style-type: none"> Uses effective communication for instructional techniques, e.g. questioning, staging to convey critical foundation skills concepts |
| Numeracy | 1.1, 1.2, 1.3, 2.1, 2.2, 4.2, 4.3 | <ul style="list-style-type: none"> Identifies appropriate numeracy information from training specifications Uses numeracy concepts relevant to vocational competency in learning materials Identifies own numeracy knowledge gaps and seeks support where required |
| Navigate the world of work | 3.1 | <ul style="list-style-type: none"> Recognises and responds to workplace protocols relating to procurement of support services |
| Interact with others | 3.2, 3.3, 4.2 | <ul style="list-style-type: none"> Consults and collaborates with colleagues to identify resourcing solutions and implement integrated programs Responds to and uses diverse perspectives in analysis of feedback |
| Get the work done | 1.4, 1.5, 3.1, 3.2, 3.3, 4.2 | <ul style="list-style-type: none"> Makes decisions about resource options after analysing availability and suitability for purpose Identifies possible barriers for learners and applies resource solutions Reviews outcomes of collaboration |

| | | |
|--|--|---|
| | | <ul style="list-style-type: none">• Uses technology skills for sourcing and storing appropriate resources |
|--|--|---|

Unit Mapping Information

| Code and Title (<i>Current Version</i>) | Code and Title (<i>Previous Version</i>) | Comments | E/N |
|--|---|------------------|-----|
| | | No previous unit | |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAELLN412 Access resources and support to address foundation skills in vocational practice

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Performance Evidence

Evidence of the ability to:

- analyse a training specification to identify key areas where foundation skills are critical to vocational competence
- analyse training plans to identify where foundation skills will need to be addressed in training and assessment for at least two of the core skills (learning, reading, writing, oral communication, numeracy)
- access and use appropriate resources with learners to address at least two of the core skills (learning, reading, writing, oral communication, numeracy)
- identify and access specialist input required to support own vocational practice
- plan and implement instructional strategies and assessments that integrate foundation skills, in collaboration with vocational and foundation skills practitioners
- document successful training and assessment practices and resources
- participate in at least two professional development activities with a foundation skills focus.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe techniques for identifying foundation skills content that is central to vocational competence
- explain the use of tools that analyse training specifications and learner profiles, which must include the Australian Core Skills Framework (ACSF) and Core Skills for Work

- describe the foundation skills that are essential to workplace competence in a particular vocational context, focussing on at least two of the core skills (learning, reading, writing, oral communication, numeracy)
- describe ways in which foundation skills can be a barrier to the development of specific vocational competencies
- describe range of resources and strategies that facilitate successful integration of foundation skills into vocational practice
- explain the organisational operating procedures for securing suitable resources and specialist input
- outline techniques used to evaluate approaches and seek feedback.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- texts and tasks typically found in the workplace
- specialist LLN practitioners for consultation and verification of approaches
- training and assessment tools based on the ACSF levels
- training package support materials
- workplace-specific tools, equipment, materials and industry software packages (where applicable).

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAELLN413 Integrate foundation skills into vocational training delivery

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Application

This unit describes the skills and knowledge that vocational trainers need to identify the foundation skills requirements that are critical to vocational competence within a vocational training specification. It covers how to plan, design and address those requirements using integrated approaches.

The unit applies to individuals who teach, train and assess; and those who develop training and assessment resources.

Competence in this unit does not indicate that a person is a qualified specialist adult language, literacy or numeracy practitioner.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Language, literacy and numeracy practice

Elements and Performance Criteria

| Elements | Performance Criteria |
|--|---|
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Analyse foundation skills content critical to | 1.1. Determine the foundation skills in the training specification that are essential to vocational competence 1.2. Interpret the level of identified language, literacy and |

| | |
|---|---|
| vocational competence | <p>numeracy (LLN) skills using formal frameworks and validated tools and other sources of information</p> <p>1.3. Establish how the LLN skills relate to the skills needed for employment</p> <p>1.4. Develop a foundation skills profile of the learner group</p> |
| 2. Plan for integrated delivery | <p>2.1. Analyse instructional strategies relevant to the vocational context for use in addressing identified foundation skills</p> <p>2.2. Access specialist advice and support as necessary to guide selection of strategies for integrated delivery</p> <p>2.3. Plan the vocational training sequence, integrating the selected instructional strategies that explicitly address the foundation skills requirements of the training specification</p> |
| 3. Implement integrated delivery | <p>3.1. Use instructional strategies relevant to the profile of the learner group</p> <p>3.2. Deliver training using selected instructional strategies to develop required foundation skills</p> <p>3.3. Build a personal record of successful training and assessment practices that support learners' foundation skills development and vocational competence</p> |
| 4. Evaluate instructional strategies used | <p>4.1 review effectiveness of selected instructional strategies and adjust training and assessment strategies accordingly</p> <p>4.2 identify opportunities to improve planning process to strengthen integration of foundation skills into own training practice</p> <p>4.3 access opportunities for further professional development</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------|----------------------|---|
| Learning | 2.1, 3.1, 4.1 | <ul style="list-style-type: none"> Develops knowledge of a range of instructional strategies |
| Reading | 1.1, 1.2, 2.1, 3.1 | <ul style="list-style-type: none"> Identifies key information about foundation skills in training specifications Researches a range of instructional approaches relevant to adult learners in |

| | | |
|----------------------|-----------------------------------|---|
| | | training and education literature and materials |
| Writing | 2.3, 3.3 | <ul style="list-style-type: none"> Keeps records of useful instructional approaches Prepares training sequences that address foundation skills |
| Oral Communication | 3.1, 3.2 | <ul style="list-style-type: none"> Uses appropriate language with consideration to vocabulary, tone and pace to talk with learners and other vocational education and training (VET) colleagues Uses language that demonstrates cultural sensitivity relevant to the profile of the learner group |
| Numeracy | 1.1, 1.2, 1.3, 1.4 | <ul style="list-style-type: none"> Uses numeracy concepts relevant to vocational competence in chosen instructional activities |
| Interact with others | 2.2 | <ul style="list-style-type: none"> Consults and collaborates to identify instructional activities suitable to the training and industry context |
| Get the work done | 1.4, 2.1, 2.2, 2.3, 3.1, 3.2, 4.1 | <ul style="list-style-type: none"> Analyses information from a range of sources in order to make judgements about the foundation skills profile of learners Experiments with instructional activities and evaluates their effectiveness |

Unit Mapping Information

| Code and Title (<i>Current Version</i>) | Code and Title (<i>Previous Version</i>) | Comments | E/N |
|--|---|------------------------------------|-----------------|
| TAELLN413 (Release 2) | TAELLN413 (Release 1) | Correction to performance criteria | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAELLN413 Integrate foundation skills into vocational training delivery

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This unit of competency first released with <i>TAE Training and Education Training Package Version 1.0</i> . |

Performance Evidence

Evidence of the ability to:

- identify the foundation skills content in a training specification and its relationship to workplace competence
- use the Australian Core Skills Framework (ACSF) to interpret the level of LLN skills required for vocational competence in the training program
- analyse sources of information to create a foundation skills profile of the learner group
- identify at least two instructional strategies that are suitable for the foundation skills requirements of the learner group (covering at least two core skills from the ACSF)
- collaborate with specialist LLN practitioners and other vocational education and training (VET) colleagues to plan a training sequence (covering at least two core skills from the ACSF) which integrates instructional strategies that match the requirements of the training specification, learner group and vocational delivery context
- deliver the planned training sequence to a group of vocational learners
- check that the integrated strategies are addressing foundation skills requirements and make necessary adjustments to practice
- participate in at least two professional development activities with a focus on improving planning and delivery of integrated foundation skills delivery.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how to identify foundation skills content within a training specification in a relevant vocational area
- list the foundation skills that are essential to workplace competence in a particular vocational context

- describe components of the Australian Core Skills Framework (ACSF) and Core Skills for Work relevant to analysing training and assessment materials, and explain how to use them when planning and implementing training
- describe at least two instructional strategies that address at least two foundation skills in vocational training
- explain the techniques used for evaluating own training and assessment practice
- outline sources of professional development focussed on foundation skills delivery.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- texts and tasks typically found in the workplace
- specialist LLN practitioners for consultation and verification of approaches
- training and assessment tools based on the ACSF levels
- training package support materials
- workplace-specific tools, equipment, materials and industry software packages (where applicable).

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAELLN501 Support the development of adult language, literacy and numeracy skills

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor updates to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to support adult learners to extend their language, literacy and numeracy skills within a workplace or community context. It requires a sound knowledge of the Australian Core Skills Framework (ACSF) and skills to extend own practice, and the practice of others.

This unit applies to experienced trainers who provide leadership or guidance to others, and who deal with the language, literacy and numeracy (LLN) needs of learners for a Registered Training Organisation (RTO).

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Language, literacy and numeracy practice

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Analyse the purpose and context for LLN | 1.1 Analyse the LLN requirements of the training specification or |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| development | learning situation, using the ACSF 1.2 Analyse the LLN requirements of the training context |
| 2. Determine learners' LLN skill level | 2.1 Identify each learner's LLN background 2.2 Identify factors or potential barriers that may affect the learner's development of LLN skills 2.3 Determine the learner's existing LLN skill level, using relevant tools and other approaches, including validated ACSF assessment tasks |
| 3. Design and apply strategies to develop LLN skills | 3.1 Analyse the learner's strengths and needs, using the ACSF 3.2 Examine a range of strategies to develop reading, writing, speaking, listening and numeracy skills 3.3 Design training and assessment to build LLN skills, utilising the ACSF to describe the approach 3.4 Access relevant LLN resources 3.5 Modify resources to meet LLN needs, and in relation to context 3.6 Implement the program |
| 4. Review strategies | 4.1 Monitor learner progress 4.2 Seek support and feedback from colleagues, and LLN specialists, whenever required 4.3 Review strategies in terms of their effectiveness and the feedback received |
| 5. Develop and extend own and others' LLN practice | 5.1 Access, read and analyse current research on adult LLN practice and incorporate knowledge into practice 5.2 Source and access opportunities, to extend own and others' practice 5.3 Propose and implement improvements to LLN practice 5.4 Provide assistance and advice to less experienced trainers, and assessors in relation to LLN practice |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------|--|--|
| Reading | 1.1, 1.2, 2.1, 2.3, 3.1, 3.2, 3.5, 3.6, 4.1, 4.3 | <ul style="list-style-type: none"> Sources, analyses and interprets, written and numerical information to identify relevance |
| Writing | 2.3, 3.3, 3.6, 4.1, 4.3 | <ul style="list-style-type: none"> Develops and maintains accurate documentation using language appropriate to the audience and context, including learning and assessment materials |
| Oral Communication | 2.1, 2.2, 2.3, 4.1 | <ul style="list-style-type: none"> Leads verbal exchanges using appropriate techniques to effectively provide and elicit information, and to facilitate learning |
| Numeracy | 1.1, 1.2, 2.1, 2.3, 3.6, 4.1 | <ul style="list-style-type: none"> Interprets and explains numerical information to inform numeracy skill assessment, and strategy development |
| Interact with others | 3.3, 4.2 | <ul style="list-style-type: none"> Collaborates, seeks feedback and shares knowledge, and experience, with others to confirm understanding and to develop improved practice |
| Get the work done | 1.1, 1.2, 2.1-2.3, 3.1-3.6, 4.1-4.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes Identifies and responds to problems and opportunities for improvement, and considers options for different approaches |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|--|---|--------------------|
| TAELLN501 Support the development of adult language, literacy and numeracy skills | TAELLN501 B Support the development of adult language, literacy and numeracy skills | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAELLN501 Support the development of adult language, literacy and numeracy skills

Modification History

| Release | Comments |
|-----------|--|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor updates to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:

- determining language, literacy and numeracy (LLN) levels using validated tools, including those based on the Australian Core Skills Framework (ACSF), for at least 5 learners
- determining the requirements of training, based on the ACSF
- planning training and assessment that incorporates LLN support strategies relevant to at least two different learners, or groups of learners, in response the ACSF assessment and learners' goals
- reviewing own strategy, and strategies of others, used to support LLN
- leading others to extend practice.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the current function of LLN skills in Australian society, including how LLN skills impact on an individual's participation in work, education and the community
- LLN competence in Australia, according to recent research, such as surveys conducted by the Australian Bureau of Statistics
- the ACSF and how it can be used to describe the LLN requirements integral to vocational competence
- using the ACSF to design training and assessment programs appropriate to learner needs

- a variety of strategies and resources used to build LLN skills appropriate to vocational work
- how context affects language use, including:
 - how the choice of linguistic style is affected by roles and relationships
 - how levels of formality are affected by factors such as age, role and ethnicity
 - how meaning making relies on linking to context
 - how people may be more proficient in some contexts and less in others
- the variety of ways texts can be approached, depending on purpose of reader, for example skimming, scanning and critical analysis
- numeracy and language knowledge to the level of the numeracy and language being taught.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the language, literacy and numeracy practice field of work, and include access to the necessary assessment tools and assessment resources to:

- guide the evidence collection process
- provide guidance to the qualified assessor regarding any adjustments to the assessment tools.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAEPDD501 Maintain and enhance professional practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Application

This unit describes the skills and knowledge required to manage personal professional performance, and to take responsibility for professional development in relation to the provision of training and/or assessment services.

It applies to those who work under limited supervision using a range of management skills and are involved directly, or indirectly, in the provision of training and assessment services in a Registered Training Organisation (RTO).

No licensing, legislative or certification requirements apply to this unit at the time of publication

Unit Sector

Professional development

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Model high standards of performance | 1.1 Incorporate individual responsibilities and accountabilities into personal work plans in accordance with organisational and legal requirements |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | <p>1.2 Model appropriate professional techniques and strategies</p> <p>1.3 Apply ethical and inclusive practices in professional practice</p> |
| 2. Determine personal development needs | <p>2.1 Assess own knowledge and skills against relevant benchmarks to determine development needs and priorities</p> <p>2.2 Seek input from other relevant personnel about own development needs and priorities</p> <p>2.3 Identify ways to update and maintain currency of vocational competency, and prepare a vocational currency plan</p> <p>2.4 Identify ways to update, and maintain, vocational education and training (VET) knowledge and skills, as well as trainer and assessor competence, and prepare a VET currency plan</p> <p>2.5 Combine the vocational currency plan and VET currency plan into an overall professional development plan</p> |
| 3. Collaborate with peers in professional development | <p>3.1 Observe facilitators in facilitation practice and provide them constructive feedback</p> <p>3.2 Invite peers to observe and provide constructive feedback on own facilitation practices</p> <p>3.3 Interview assessors in relation to the judgements they make in their assessment practices, and provide them constructive feedback</p> <p>3.4 Invite peers to question own judgements in assessment practices, and provide constructive feedback</p> |
| 4. Participate in professional development activities | <p>4.1 Select and implement development opportunities to support continuous learning and maintain currency of professional practice</p> <p>4.2 Participate in professional networks to support continuous learning and maintain currency of professional practice</p> <p>4.3 Engage in processes that include observing peers in training and assessment practices, and providing them with feedback</p> <p>4.4 Invite peers and others to observe, and provide feedback, on own training and assessment practices</p> <p>4.5 Use technology to maintain regular communication with relevant networks, organisations and individuals</p> |
| 5. Reflect on and evaluate professional practice | <p>5.1 Research developments and trends impacting on professional practice and integrate information into work performance</p> <p>5.2 Use feedback from colleagues and clients to identify, and introduce, improvements in work performance</p> <p>5.3 Document professional development activities, learning and</p> |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|--|
| | planned changes in behaviours, in accordance with the organisation's systems and processes |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|--|--|
| Learning | 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2 | <ul style="list-style-type: none"> Reflects on skills and knowledge of self and others, to seek opportunities for learning, development and improvement Undertakes independent research to source information and data, interpreting and synthesising understanding specific to the professional development context |
| Reading | 1.1, 2.1, 2.3, 2.4, 4.1, 4.5, 5.1, 5.2 | <ul style="list-style-type: none"> Sources, analyses and interprets written information about learning, learning development and continuous improvement, to refine professional practice Analyses currency of material, relevance and authority of source |
| Writing | 1.1, 2.1, 2.3, 2.4, 2.5, 3.1, 4.3, 4.5, 5.1, 5.3 | <ul style="list-style-type: none"> Produces documentation, including work reports and plans, incorporating analysis of information and observations of practice, using the language, format and style appropriate to a specific audience and context |
| Oral Communication | 2.2, 4.2, 4.3, 4.4, 4.5, 5.2 | <ul style="list-style-type: none"> Leads verbal communication about ideas and feedback with individuals and groups to improve practice |
| Navigate the world of work | 1.1, 5.3 | <ul style="list-style-type: none"> Identifies and takes responsibility for adherence to organisational policies and procedures, and legal, and ethical requirements |
| Interact with others | 3.1, 3.2, 3.3, 3.4 | <ul style="list-style-type: none"> Collaborates, provides feedback and shares knowledge, and experience, with others to confirm understanding and to develop improved skills, knowledge and practice |
| Get the work done | 1.1-1.3, 2.1-2.5, 3.1-3.4, 4.1-4.5, 5.1-5.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes Researches, identifies and responds to problems and |

| | | |
|--|--|---|
| | | <p>opportunities for improvement using systematic, analytical processes</p> <ul style="list-style-type: none"> • Uses information and communications technology (ICT) based tools to conduct research, complete work tasks, and maintain effective communication |
|--|--|---|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|--|---|--------------------|
| TAEPDD501 Maintain and enhance professional practice | TAEPDD501A Maintain and enhance professional practice | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEPDD501 Maintain and enhance professional practice

Modification History

| Release | Comments |
|-----------|---|
| Release 2 | This was first released with <i>TAE Training and Education Training Package Release 2.1</i> . Minor update to Assessment Conditions. |
| Release 1 | This version first released with <i>TAE Training and Education Training Package Release 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- modelling appropriate professional techniques and strategies
- enhancing own professional development plan
- identify, locate and use, current and credible references to inform professional practice
- identify three critical incidents related to the role as teacher/trainer, and document actions, and reflections on these incidents by making links to relevant theories
- networking and using technology to gain information and other support
- participating in professional development activities and maintain currency of skills and knowledge in the vocational education and training (VET) sector as well as vocational area
- documenting, reflecting and discussing with peers evidence of
 - feedback from at least 10 hours of facilitation practice
 - interviews with assessors covering at least the assessment of 10 candidates enrolled in VET programs.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational goals and objectives
- the organisational processes, procedures and opportunities relating to professional development

- continuous improvement techniques and processes, and their application
- the theories of professional development, including reflective practice as a technique for professional practice
- the relevant capability frameworks for VET practitioners and their application as guides to current, and future, skill development
- social and educational trends, and changes, impacting on the VET environment, including:
 - policy changes
 - technological changes
 - cultural and social changes
 - economic changes
- networks relevant to professional practice
- ethical and inclusive principles, and the practices associated with professional development
- the types and availability of development activities, and opportunities.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAERES501 Apply research to training and assessment practice

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to undertake research into educational theory, and apply this research to improve current training and assessment practice.

It applies to those who need to develop skills in research in order to apply educational theory to improve current and future training, and assessment practice.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Research

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Prepare a research brief relating to training and assessment practice | 1.1 Identify the purpose of research to be conducted, according to the current and future needs of the organisation around training and assessment practice 1.2 Identify and report on rationale for research and proposed research procedures and the methodology to be used 1.3 Define activities to be undertaken in conducting the research, timeframe, resource required, and expected outcomes in line with organisational practice 1.4 Develop process and criteria to evaluate achievement of the |

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| | <p>outcomes</p> <p>1.5 Prepare budget and timelines for the research, in line with organisational requirements and constraints</p> <p>1.6 Present research proposal to relevant personnel for approval, in line with organisational procedures</p> |
| 2. Conduct research in training and assessment practice | <p>2.1 Manage and conduct research activities using effective techniques for project management, implementation and data collection</p> <p>2.2 Collect data, and record appropriate project activities, in line with the research proposal</p> <p>2.3 Analyse data obtained from the research in relation to its application, improving current and future training, and assessment practice</p> |
| 3. Investigate and apply educational theory to the research | <p>3.1 Identify appropriate sources of information to identify relevant educational theory</p> <p>3.2 Apply appropriate educational theories to the outcomes of the training and assessment research</p> <p>3.3 Make recommendations for training and assessment development, and improvement, in line with the identified current and future needs of the organisation</p> |
| 4. Report on the application of educational theory to training and assessment practice | <p>4.1 Prepare relevant documentation on research findings using academic referencing and citation protocols, for presentation to key personnel</p> <p>4.2 Make recommendations for action to improve current, and future, training and assessment practice, based on the research findings, and present to relevant personnel for approval</p> <p>4.3 Establish criteria to monitor and evaluate new practices, based on the research recommendations, and recommend monitoring and evaluation processes</p> |
| 5. Review entire process | <p>5.1 Design a process to review the research procedures, methodologies, data collection, analysis and reporting</p> <p>5.2 Conduct the review in consultation with key personnel</p> <p>5.3 Make recommendations for further research based on the review</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---|--|
| Learning | 1.2 | <ul style="list-style-type: none"> Analyses information to determine the rationale and methodology supporting the research project |
| Reading | 1.1, 1.2, 1.6, 2.1, 2.3, 3.1, 3.2, 5.2 | <ul style="list-style-type: none"> Critically sources, comprehends, analyses and applies information from a range of sources, to inform research processes |
| Writing | 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 3.3, 4.1, 4.2, 4.3, 5.1, 5.2, 5.3 | <ul style="list-style-type: none"> Documents relationships between information and ideas, and conveys specific and structured information, and analysis, in a style appropriate to the purpose and audience |
| Oral Communication | 1.1, 1.2, 1.6, 2.1, 3.3, 4.1, 4.2, 5.3 | <ul style="list-style-type: none"> Participates in verbal exchanges of information, articulating ideas and conclusions using language suitable to audiences |
| Numeracy | 1.3, 1.5, 2.1, 2.2, 2.3 | <ul style="list-style-type: none"> Structures timeframes to represent a sequence of events Collates, interprets and records data as required |
| Navigate the world of work | 1.6, 4.1 | <ul style="list-style-type: none"> Identifies and takes responsibility for adherence to organisational procedures and protocols |
| Interact with others | 5.2 | <ul style="list-style-type: none"> Routinely consults to seek broad input into problem solving and decision making, and develops strategies to elicit ideas and views |
| Get the work done | 1.1-1.6, 2.1-2.3, 3.1-3.3, 4.1-4.3, 5.1-5.3 | <ul style="list-style-type: none"> Plans, organises and completes work according to requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes Researches, identifies and responds to problems and opportunities for improvement, using systematic, analytical processes Uses information and communications technology (ICT) based tools to conduct research and complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|-------------------------------|
| TAERES501 Apply research to training and assessment practice | TAERES501A Apply research to training and assessment practice | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAERES501 Apply research to training and assessment practice

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- completing at least one research project that includes:
 - a research brief, including purpose of research, rationale, methodology, research activities, timeframe, resources required and expected outcomes
 - wide research into educational theory
 - analysis of data in relation to its application, to improving current and future training, and assessment practice
 - recommendations for action to improve current and future training, and assessment practice
 - criteria to monitor and evaluate new practices, based on research
- finalising one research report using academic referencing and citation protocols
- conducting a review of the research process with recommendations for future research.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the Australian Code for the Responsible Conduct of Research
- intellectual property protocols
- a range of relevant research methods
- the sources of information relevant to educational research

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAESUS501 Analyse and apply sustainability skills to learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to identify explicit, and embedded, sustainability skills within training packages and accredited courses, document, and apply requirements to learning programs and resources associated with the development of competence.

It applies to experienced practitioners responsible for the development and/or delivery of learning and assessment services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Sustainability practice

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Research sustainability skill requirements of an industry area | 1.1 Identify sustainability issues and practices in relation to a specific industry area 1.2 Investigate current and emerging practices in relation to sustainability in the specific industry area 1.3 Evaluate various approaches to building these into training and assessment practice, and related services and resource |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | development 1.4 Identify specialist sustainability practitioners, and seek advice as required |
| 2. Determine sustainability skills relevant to training | 2.1 Analyse and document relevant sustainability skills in the training specification 2.2 Identify potential or implicit sustainability skills in the training specification 2.3 Document these skills as part of the learning and assessment strategy |
| 3. Customise program to incorporate sustainability skills | 3.1 Select and customise, or develop, learning and assessment materials linked to the required sustainability skills, and appropriate for the training specification, and the training context 3.2 Document the customised program |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------|-------------------------|---|
| Reading | 1.1, 1.2, 1.4, 2.1, 2.2 | <ul style="list-style-type: none"> Interprets written information relevant to the context Identifies, evaluates and applies information from a range of sources |
| Writing | 2.1, 2.3, 3.1, 3.2 | <ul style="list-style-type: none"> Documents factual information in specific and clear language Documents relationships between information and ideas in a style appropriate to the purpose and audience, using correct spelling, grammar and technical terms |
| Oral Communication | 1.1, 1.2 | <ul style="list-style-type: none"> Uses communication techniques to elicit and explore information and ideas Participates in verbal exchanges of information and ideas, using appropriate style and language |
| Interact with others | 1.4 | <ul style="list-style-type: none"> Collaborates with others seeking advice to achieve required outcomes |
| Get the work | 1.1-1.4, 2.1-2.3, 3.1, | <ul style="list-style-type: none"> Plans, organises and completes work according to |

| | | |
|------|-----|--|
| done | 3.2 | <p>requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes</p> <ul style="list-style-type: none"> • Researches and evaluates information, and uses findings to consider options for training and assessment resource development |
|------|-----|--|

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|-----------------------|
| TAESUS501 Analyse and apply sustainability skills to learning programs | TAESUS501A Analyse and apply sustainability skills to learning programs | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAESUS501 Analyse and apply sustainability skills to learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- identifying sustainability skill issues in at least two different training products
- providing documentation setting out training products and learning strategies, that incorporate sustainability skills
- producing outlines of how those sustainability skills are to be incorporated into training and assessment approaches.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- sustainability for different contexts in which a variety of definitions can be used
- training package contents, including industry-specific approaches to identifying the sustainability skills within them
- national policy on sustainability, including specific policy in relation to the development of sustainability skills in the vocational education and training sector
- workplace health and safety (WHS) relating to the work role, including:
 - reporting requirements for hazards
 - sources of WHS information
 - WHS obligations of employers and employees, including supervisors.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to different training products to be analysed for sustainability skills.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAESUS502 Identify and apply current sustainability education principles and practice to learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to research, identify, evaluate and apply current sustainability education principles, and practice, to learning and teaching programs.

It applies to experienced practitioners responsible for the development and/or delivery of learning and assessment services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Sustainability practice

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify effective learning and teaching principles and practices | 1.1 Explore effective learning and teaching pedagogies, in education and training 1.2 Identify and critique the criteria for effective learning 1.3 Analyse and document the relationship between effective learning and teaching, and learner-centred change 1.4 Explore the place of values and worldviews in vocational education and training |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | 1.5 Document the nexus between effective learning and teaching, and institutional policies and programs |
| 2. Research development of current sustainability education principles and practice | 2.1 Investigate the historical development of education regarding sustainability, and education for sustainability 2.2 Identify current and emerging sustainability education principles and practices 2.3 Evaluate current and emerging, national and international, sustainability education strategies for best practice 2.4 Investigate the relationship between effective learning and teaching, and sustainability education and training 2.5 Articulate stages of embedding sustainability education into all learning and teaching programs |
| 3. Apply current sustainability education principles and practice to learning program | 3.1 Select and apply, or develop, learning and assessment materials utilising current best practice sustainability education principles, and practice appropriate for the training specification and training context 3.2 Investigate synergies and challenges of embedding sustainability education into learning and teaching programs 3.3 Document the customised program |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|---|--|
| Reading | 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.2 | <ul style="list-style-type: none"> Critically organises, evaluates and applies information from a range of sources Interprets national and international strategy, and practice in relation to current and emerging trends, relevant to requirements Analyses complex sources of information that present differing viewpoints in order to refine an approach |
| Writing | 1.2, 1.3, 1.5, 2.5, 3.1, 3.3 | <ul style="list-style-type: none"> Documents relationships between information and complex ideas in a style appropriate to purpose and audience Produces reports and synthesises using a language that |

| | | |
|--------------------|-----------------------------------|---|
| | | is appropriate to the purpose and audience |
| Oral Communication | 1.1, 1.4, 2.2, 2.3, 2.4, 2.5, 3.2 | <ul style="list-style-type: none"> • Uses communication techniques to elicit information and explore ideas • |
| Get the work done | 1.1-1.5, 2.1-2.5, 3.1-3.3 | <ul style="list-style-type: none"> • Plans, organises and completes work according to requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes • Researches, analyses and evaluates information, and uses findings to consider options for training and assessment practice |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|--|---|--------------------|
| TAESUS502 Identify and apply current sustainability education principles and practice to learning programs | TAESUS502 Identify and apply current sustainability education principles and practice to learning programs | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAESUS502 Identify and apply current sustainability education principles and practice to learning programs

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- to identify, analyse and document, effective learning and teaching principles and practices from a wide range of sources
- to identify and evaluate best practice sustainability education principles, practices strategies from a wide range of sources (nationally and internationally), and document link with effective learning and teaching
- to document the relationship between effective learning and teaching, and sustainability education
- applying best practice sustainability education principles to at least one learning program documenting:
 - how the learning and assessment materials utilise current best practice
 - the synergies and challenges involved
 - the customised program.
 -

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the characteristics of Education for Sustainability (EfS) including:
 - systems thinking
 - critical and reflective thinking
 - inter-disciplinarily and trans-disciplinarily approaches
 - experiential learning and real-life issues
 - reconnecting to a sense of place

- developing dialogue
- space for emergence
- learning for action
- reflection on learning (reflexivity)
- the campus as curriculum
- the definitions of sustainability education, including:
 - environmental education
 - education about sustainability
 - EfS
 - Education for Sustainable Development (ESD)
- the definitions of sustainability, and the different contexts in which a variety of definitions can be used
- international codes of practice for Education for Sustainability including:
 - the United Nations Decade of Education for Sustainable Development (2005-2014)
 - the Talloires Declaration
- the principles, and practices, for effective learning and teaching, including:
 - adult learning theory
 - constructivism
 - systems thinking
 - critical thinking and practice
 - participatory learning
 - experiential learning
 - student/learner-centred learning
 - multiple learning and teaching styles
 - empowerment of the learner
 - the teacher as mentor and facilitator
 - action research
 - transformative and translational learning
 - appreciative inquiry
 - collaborative learning and co-inquiry
 - problem-based learning
 - values education
- legislation, codes of practice and associated requirements including:
 - environmental legislation
 - Equal Employment Opportunity legislation
 - privacy legislation
 - organisational requirements
- the national policy on sustainability, including specific policy in relation to the development of sustainability skills in the vocational education and training sector, including:

- the National Green Skills Agreement 2009
- the National Action Plan for Education for Sustainability 2009 (Living Sustainably: the Australian Government's National Action Plan for Education for Sustainability)
- the Victorian Tertiary Education for Sustainability Strategy 2011
- training package contents, including industry-specific approaches to identifying sustainability skills within them
- ways of viewing EfS including:
 - the education we need to make the transition to a sustainable society
 - building people's capacity to innovate and implement solutions
 - what skills, knowledge, values and ethics we need for the transition ahead
 - what we need to know in order to live responsibly, and within the means of nature
 - the learning processes and institutional processes we need to support transformative living
 - transformative learning that integrates learning for being, knowing and doing
 - transforming teaching practice to support change for sustainability and challenging, and changing curriculum, pedagogy and assessment
 - empowering people of all ages to assume responsibility for creating a sustainable future.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAETAS401 Maintain training and assessment information

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to maintain the training and assessment information requirements of the organisation and other relevant bodies, including the timely dissemination of accurate information to learners on training and assessment services, and the recording, and reporting of training and assessment service data.

It applies to trainers, facilitators, assessors, and training and assessment consultants responsible for the establishment and maintenance of training and assessment information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Training advisory services

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Provide initial and ongoing information, and advice on training and assessment services | 1.1 Provide potential learners with relevant information about the range of training and assessment services provided by the training and/or assessment organisation 1.2 Explain specific program content and assessment requirements to learners, in a clear and concise manner 1.3 Confirm training schedule with relevant personnel and disseminate to learners |

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| | 1.4 Access, provide and explain relevant organisational policies and procedures relating to training and/or assessment services to learners according to organisational and legal requirements |
| 2. Complete training and assessment records | 2.1 Collect, verify and record personal learner information on learner records management system 2.2 Collect, verify and record details of the specific learning strategy and learning program on the learner records management system 2.3 Confirm and record relevant additional requirements 2.4 Confirm and record learner progress and assessment outcomes in a timely manner 2.5 Organise certification processes according to national reporting requirements, where appropriate 2.6 Address custody and management requirements of training and/or assessment information and records |
| 3. Complete reporting requirements | 3.1 Complete and forward final results to appropriate personnel for signature, using systems to support reporting 3.2 Finalise, check and provide data for national reporting purposes to appropriate personnel for signature 3.3 Identify, document and address issues and irregularities in recording and reporting activities in a timely and effective manner 3.4 Refer issues and irregularities outside own area of responsibility or expertise to the appropriate personnel for resolution, if relevant |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|----------------------------------|--|
| Reading | 1.3, 1.4, 2.1-2.4, 3.2, 3.3, 3.5 | <ul style="list-style-type: none"> • Sources, analyses, interprets and checks written information relevant to context • |
| Writing | 1.1, 1.3, 1.4, 2.1-2.6, | <ul style="list-style-type: none"> • Produces documents that provide information using language, format and style appropriate to a specific |

| | | |
|----------------------------|---------------------------|--|
| | 3.1-3.5 | audience and context |
| Oral Communication | 1.2, 1.4, 2.2, 3.4 | <ul style="list-style-type: none"> • Uses appropriate communication to collect, confirm and organise information, and ideas relevant to the audience and environment |
| Navigate the world of work | 2.5, 3.5 | <ul style="list-style-type: none"> • Follows organisational protocols, policies and procedures in the management of certification processes |
| Interact with others | 1.3, 2.3, 2.4 | <ul style="list-style-type: none"> • Asks questions to confirm understanding and seek further information |
| Get the work done | 1.1-1.4, 2.1-2.6, 3.1-3.5 | <ul style="list-style-type: none"> • Organises and completes work according to defined requirements taking responsibility for some decisions and sequencing tasks to achieve efficient outcomes • Identifies and responds to problems, considering options for different approaches • Uses information and communications technology (ICT) based tools to source information and to complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|--------------------|
| TAETAS401 Maintain training and assessment information | TAETAS401 A Maintain training and assessment information | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAETAS401 Maintain training and assessment information

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with TAE Training and Education Training Package Version 2.0. |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- providing initial and ongoing advice on training, and/or assessment services, programs, and specific information requirements to a range of learners
- managing records relating to a range of learners
- organising certification processes for a range of learners
- completing AVETMISS compliant documentation for at least one learning program.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational policies and procedures relating to records and reporting procedures, and disseminating information to learners
- established training and assessment information systems
- the training and assessment services provided by the organisation
- the requirements for collecting, recording, and reporting vocational education and training information
- NVR/AQTF and AVETMISS requirements, covering:
 - records management
 - reporting requirements.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment, and include access to a set of records without private client information.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TAETAS501 Undertake organisational training needs analysis

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with <i>TAE Training and Education Training Package Version 2.0</i> . |

Application

This unit describes the skills and knowledge required to undertake a training needs analysis (TNA) to identify the training and assessment needs of an organisation.

It applies to those working under limited supervision in roles that require them to work with organisations to identify training needs.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Training advisory services

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify the organisation's needs | 1.1 Discuss with relevant staff from the organisation their objectives, expectations and organisational requirements 1.2 Use appropriate communication and interpersonal skills to develop a professional relationship with the organisation 1.3 Identify, analyse and address any existing, or potential, issues that may impact on the organisation's objectives and requirements 1.4 Identify and access resources, in accordance with organisational requirements |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------------|--|
| | 1.5 Develop a project plan for the conduct of the TNA with relevant persons to be negotiated and agreed by the organisation |
| 2. Conduct training needs analysis | <p>2.1 Use reliable, appropriate and efficient methods for collecting information and data on current, emerging and future training needs</p> <p>2.2 Analyse the organisation's work roles to determine skills and competencies needed for effective performance</p> <p>2.3 Follow legal, organisational and ethical requirements to gather information and data, to assess the current skills and competencies of staff</p> <p>2.4 Use reliable and valid data analysis methods to determine current and emerging organisational training needs</p> |
| 3. Provide advice to the organisation | <p>3.1 Provide the organisation with clear advice and recommendations on training and assessment needs in the format preferred by the client organisation</p> <p>3.2 Provide the organisation with options for meeting identified training needs</p> <p>3.3 Obtain feedback and comments from the organisation on the suitability and sufficiency of advice and recommendations</p> <p>3.4 Use legal requirements to process, complete and present final report to the organisation</p> |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|---------|---|---|
| Reading | 1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.3, 3.4 | <ul style="list-style-type: none"> Sources, analyses, interprets and follows text-based information relevant to requirements information to apply relevance to requirements |
| Writing | 1.3, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.4 | <ul style="list-style-type: none"> Structures documents in a logical, detailed and accurate manner that incorporates information and recommendations using language in a format and style appropriate to a specific audience and context |

| | | |
|----------------------------|---|---|
| Oral Communication | 1.1, 1.3, 1.4, 2.1, 2.3, 3.1, 3.2, 3.3, 3.4 | <ul style="list-style-type: none"> Leads verbal exchanges about information and opinion, using appropriate communication techniques, articulating ideas and observations with a range of individuals and groups Uses appropriate language to maintain effective communication |
| Numeracy | 2.1, 2.4 | <ul style="list-style-type: none"> Collates, interprets and compares information relevant to requirements |
| Navigate the world of work | 2.3, 3.4 | <ul style="list-style-type: none"> Identifies and takes responsibility for adherence to legal requirements and organisational procedures |
| Interact with others | 1.2, 1.5 | <ul style="list-style-type: none"> Routinely negotiates, consults and builds rapport to obtain broad agreement and input into planning |
| Get the work done | 1.1- 1.5, 2.1-2.4, 3.1-3.4 | <ul style="list-style-type: none"> Plans, organises and completes work according to requirements, taking responsibility for decisions and sequencing tasks to achieve effective and efficient outcomes Researches, identifies and responds to problems and opportunities for improvement using systematic, analytical processes Uses information and communications technology (ICT) based tools to conduct research, analyse data and complete work tasks |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|---|---|-----------------------|
| TAETAS501 Undertake organisational training needs analysis | TAETAS501B Undertake organisational training needs analysis | Updated to meet Standards for Training Packages | Equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAETAS501 Undertake organisational training needs analysis

Modification History

| Release | Comments |
|-----------|---|
| Release 1 | This version first released with TAE Training and Education Training Package Version 2.0. |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, including:

- researching, conducting and providing advice through a training needs analysis
- preparing at least two training needs analyses for one, or more organisations, and for each of these demonstrating:
 - the processes that were used to determine the organisation's needs
 - details of the research methods undertaken to identify suitable training and/or assessment
 - planning for the training needs analysis
 - presentations that outline advice and recommendations.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- competency standards, training packages and accredited courses
- NVR/AQTF requirements and standards
- risk identification and management strategies
- industry and enterprise knowledge
- evaluation and research methodologies
- the principles of intellectual property
- training and development strategies
- change management concepts/strategies
- workplace health and safety (WHS) relating to undertaking an organisational training needs analysis.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TLIA0002 Prepare cargo for export

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to prepare cargo for export and includes confirming correct preparation of the consignment, organising cargo loading and processing documentation.

Work must be carried out in compliance with relevant international and domestic legislation, regulations and codes of practice for exporting cargo.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving prescribed outcomes.

Work involves the application of routine freight forwarding principles and procedures to prepare cargo for export.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

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 Confirm correct preparation of consignment

- 1.1 Consignment is checked to ensure cargo is consistent with packing specification and is suitable for mode and method of transport
- 1.2 Consignment is checked to ensure labelling and marking of cargo conforms with domestic and international regulations, and workplace requirements and that packaging of cargo conforms to regulatory requirements and is appropriate for transport method
- 1.3 Cargo is checked for dangerous goods or explosives and conformance of packaging and labelling with Australian and international dangerous goods or explosives codes is confirmed as required
- 1.4 Discrepancies in composition or preparation of cargo are noted and appropriate action is undertaken in accordance with workplace procedures

2 Organise cargo loading

- 2.1 Handling methods and equipment suitable for goods, transport mode and method are selected
- 2.2 Goods transfer methods between modes of transport are selected as required
- 2.3 Procedures for cargo loading are organised and followed in accordance with legislative and workplace requirements

3 Process documentation

- 3.1 All relevant documentation is consolidated and checked for completion and accuracy
- 3.2 Discrepancies in documentation are identified and appropriate action is undertaken in accordance with workplace procedures
- 3.3 Dangerous goods declaration is obtained from consignor as required
- 3.4 Copies of documents are retained in accordance with regulatory requirements and 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces but is **not** equivalent to TLIA4030A Organise cargo for export.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0002 Prepare cargo for export

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- analysing information and making decisions based on information provided
- applying relevant legislation and workplace procedures
- assessing and reporting unusual occurrences in relation to cargo export
- communicating effectively with others
- completing documentation related to organising cargo export
- identifying and solving problems that may occur when organising cargo export
- interpreting client requirements
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant instructions, procedures, information, labels and documents
- responding appropriately to cultural differences in the workplace
- working collaboratively with others when organising cargo export
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- applicable legislation, regulations and codes including:
 - Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances, including:
 - Australian Dangerous Goods (ADG) Code
 - Australian and international explosives codes
 - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code
 - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR)
 - international transport regulations, codes and procedures
 - relevant Australian and international standards and certification requirements
 - relevant international and Australian state/territory road rules and transport regulations
 - relevant legislative requirements, codes and regulations for cargo export
 - relevant state/territory environmental protection legislation
 - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
- contacts and sources of information/documentation needed when organising cargo export
- procedures for batching, dating and numbering
- procedures for calculating weights, volumes and dimensions
- procedures for completing consignment documentation
- procedures for reviewing transport options and availability of carriers
- workplace customer service policies and procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so. Where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice

and operation manuals

- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0003 Complete and check import/export documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to complete and check import and export documentation in accordance with the requirements of Customs and related legislation and workplace procedures.

It includes identifying procedures required for documenting import/export of goods, completing documentation to meet legislative and workplace requirements, checking documentation to ensure it meets legislative requirements and lodging documentation for processing.

Work is performed under some supervision generally within a team environment. Work is undertaken in a range of environments, including small to large worksites, in the Customs broking and freight forwarding industries.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify procedures required for

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Documents required for import/export of goods are identified

**documentation for
import/export of goods**

- 1.2** Required documents are sourced
 - 1.3** Content requirements for each section of the documentation are applied
 - 1.4** Timelines for completion of documents are identified and noted
 - 1.5** Requirements for permits and other documentation (such as quarantine) are identified and implications are noted
 - 1.6** Procedures for obtaining clearances are identified and followed in accordance with the requirements of Customs, related legislation and workplace procedures
 - 1.7** Letters of credit are identified and implications of each are noted
 - 1.8** Assistance is sought, as required, to identify necessary documents and to commence process of assessing or completing these documents
- 2 Complete documentation to meet legislative and workplace requirements**
- 2.1** Content requirements for each section of the documentation are identified and applied in accordance with the requirements of Customs, related legislation and workplace procedures
 - 2.2** Workplace procedures for authorisations are followed
 - 2.3** Data entry for documents is completed
 - 2.4** Problems arising in completing required documents are identified and assistance is sought to resolve these in accordance with the requirements of Customs, related legislation and workplace procedures
 - 2.5** Actions are taken to meet deadlines
 - 2.6** Assistance is sought, as required, in completing required documents
- 3 Check documentation to ensure it meets legislative requirements**
- 3.1** Documents are collated and checked before forwarding to supervisor, manager or more senior personnel for checking within designated timelines in accordance with the requirements of Customs, related legislation and workplace procedures

- 3.2 Declarations are checked to ensure they meet the requirements of Customs, related legislation and workplace procedures
 - 3.3 Letters of credit are checked to ensure they meet commercial, transport and overseas requirements
 - 3.4 Dangerous goods (DG) documentation is checked in accordance with the requirements of Customs, related legislation and workplace procedures
 - 3.5 Document revisions are finalised, rechecked and forwarded to supervisor, manager or more senior personnel prior to lodgement
- 4 Lodge documentation for processing**
- 4.1 Documents are copied then forwarded to relevant personnel in accordance with the requirements of Customs, related legislation and workplace procedures
 - 4.2 Copies of documents are filed, stored and retained in accordance with the requirements of Customs, related legislation and 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2009 Complete and check import/export documentation.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0003 Complete and check import/export documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating and working effectively with others when completing import and export documentation
- completing and checking documentation and records to meet relevant Customs legislation, related legislation and workplace procedures
- completing and/or assessing accuracy of import and export documentation
- identifying procedures required for documentation for import and export of goods
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- providing customer/client service
- reading, interpreting and following import and export instructions, procedures and labels
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant communications, computing and office equipment when completing import and export documentation.

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:

- Australian and international standards, codes, conventions and regulations relevant to importing and exporting cargo and freight
- Customs Act and related legislation
- documentation requirements for importing and exporting cargo and freight
- focus of operation of work systems, equipment, management and site operating systems for completing import and export cargo and freight documentation
- problems that may occur when completing import and export documentation and appropriate action that can be taken to resolve these problems
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines

- workplace procedures and policies for completing import and export documentation.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE)
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0004 Complete receipt and despatch documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to complete receipt and despatch documentation in accordance with relevant regulations and workplace requirements as part of work activities within the transport and logistics industry.

It includes analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Analyse order to identify work requirements to fill order

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Order request documentation is interpreted

- 1.2 Ordered goods are noted and workplace locations identified
 - 1.3 Workplace and goods information is used to organise documentation
 - 1.4 Required schedules for order movement are identified and communicated with relevant personnel
 - 1.5 Special aspects of order are identified and information on required documentation procedures and relevant regulatory requirements are identified, accessed and interpreted
- 2 **Follow workplace order documentation processes**
 - 2.1 Workplace procedures for order receipt and despatch documentation are identified
 - 2.2 Complete receipt and despatch documentation in accordance with workplace procedures and regulatory requirements
- 3 **Finalise documentation**
 - 3.1 Order is checked against schedule and order form
 - 3.2 Workplace records are completed and labels and appropriate documentation are attached in accordance with workplace procedures and regulatory requirements
 - 3.3 Special transportation requirements are identified and conveyed to appropriate personnel
 - 3.4 Required documentation for dangerous goods and hazardous materials is completed in accordance with 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIA3015 Complete receipt/despatch documentation.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0004 Complete receipt and despatch documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- applying work health and safety (WHS)/occupational health and safety (OHS) procedures
- communicating effectively with others
- completing receipt and despatch documentation
- estimating size, shape and special requirements of goods and loads
- identifying containers and goods coding markings and emergency information panels
- interpreting and following operational instructions, procedures and information
- monitoring work activities in terms of planned schedule
- selecting and using relevant systems.

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:

- documentation requirements for receiving and despatching goods
- focus of operation of work systems, equipment, management and site operating systems for receiving and despatching goods
- housekeeping standards and procedures
- national and international standards, codes and regulations relevant to completing receipt and despatch documentation including:
 - bond requirements
 - dangerous goods codes
 - legislative requirements
 - quarantine requirements
- receipt and despatch documentation anticipated problems and appropriate actions for resolution
- requirements of loads with special conditions including:
 - controlled substances

- dangerous goods
 - hazardous materials
 - security requirements
 - temperature-controlled goods
- site layout and obstacles
 - specifications and standards for checking and inspecting received and despatched goods
 - WHS/OHS and environmental protection procedures and guidelines
 - workplace procedures and policies for completing receipt and despatch documentation.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0013 Maintain container and freight records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain container and freight records in accordance with relevant regulations and workplace requirements as part of work activities within the transport and logistics industry.

It includes processing container and freight documentation; maintaining records of container and freight movements; monitoring container and freight, including refrigerated units; and maintaining records.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Process container and freight documentation

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Documentation is processed in accordance with workplace procedures and statutory authority requirements

- 1.2 Movements of containers and freight are recorded in accordance with workplace procedures and statutory authority requirements
 - 1.3 Information, labels, instructions and workplace procedures are read and interpreted
 - 1.4 Size, shape and special requirements of loads are estimated according to freight procedures
- 2 **Maintain records of container and freight movements**
 - 2.1 Records are updated each time containers or freight are moved within the yard and communicated with relevant personnel
 - 2.2 Containers and freight are checked using markings to ensure correct identification when updating records
- 3 **Monitor container and freight and maintain records**
 - 3.1 Containers and freight are monitored daily and specified information is recorded
 - 3.2 Problems with controlled systems on containers or freight are reported and forwarded to maintenance personnel
 - 3.3 Log cards on containers and freight with controlled systems are checked on completion of monitoring, and all unit or system breakdowns and/or faults are logged in breakdown log diary in accordance with workplace procedures
 - 3.4 Movement of containers and freight is monitored daily and information is recorded

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 TLIA3002 Maintain container/cargo records.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0013 Maintain container and freight records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating with others
- estimating size, shape and special requirements of loads
- identifying goods by codes and markings, including:
 - dangerous goods
 - emergency information panels
 - international
 - national
- interpreting and following operational instructions, procedures and information
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- container controlled systems
- focus of operation of work systems, equipment, management and site operating systems for maintaining container and freight records
- freight marking and numbering systems
- national and international standards, codes of practice and regulations relevant to maintaining container and freight records, including dangerous goods' codes
- possible risks with maintaining container and freight records and appropriate control measures
- relevant bond, quarantine or other legislative requirements
- relevant handling and safety codes of practice
- relevant statutory authority requirements

- workplace procedures and policies for maintaining container and freight records
- worksite layout and location of all container units.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0018 Transfer cargo

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to transfer cargo in accordance with relevant regulations and workplace requirements as part of work activities in the transport and logistics industry.

It includes preparing for cargo transfer, safe transfer of cargo using appropriate equipment, completing a transfer and completing all required documentation.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for cargo transfer

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Cargo characteristics are identified to determine special handling or transfer equipment requirements
- 1.2 Hazards are identified, risks are assessed and control measures are implemented in accordance with

workplace procedures

- 1.3 Location of cargo in yard is confirmed and transfer method is determined
 - 1.4 Pathway for cargo transfer is established and communicated in accordance with workplace procedures
 - 1.5 Working area is prepared in accordance with workplace procedures
 - 1.6 Communication method is confirmed and equipment tested prior to transfer
 - 1.7 Transfer method and equipment are selected to suit the cargo in accordance with workplace procedures
 - 1.8 Selected transfer equipment is inspected before it is used in accordance with manufacturer specifications and workplace procedures
 - 1.9 Faulty or damaged transfer equipment is isolated, tagged and reported in accordance with workplace procedures
- 2 Transfer cargo**
- 2.1 Cargo is secured using appropriate methods in accordance with workplace procedures
 - 2.2 Cargo is transferred safely in accordance with workplace procedures
 - 2.3 Communication is maintained effectively throughout the transfer
- 3 Complete cargo transfer**
- 3.1 Cargo transfer is completed in accordance with workplace procedures
 - 3.2 Transfer equipment is inspected for defects and secured 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIA3008 Transfer cargo.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0018 Transfer cargo

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying workplace procedures
- communicating effectively with others
- completing relevant documentation
- conducting checks on transfer equipment
- estimating size, shape and special requirements of cargo
- following relevant instructions, procedures, information and signs
- identifying, selecting and using relevant equipment, processes and procedures
- monitoring performance of transfer equipment
- operating and adapting to differences in equipment in accordance with workplace procedures
- reporting hazards and faults in accordance with workplace procedures
- using personal protective equipment (PPE) in accordance with workplace procedures.

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:

- Australian and international standards, codes and regulations relevant to transferring cargo/freight, including the current Australian Dangerous Goods (ADG) Code
- cargo marking and numbering systems
- licensing requirements for transfer equipment
- relevant work health and safety (WHS)/occupational health and safety (OHS) workplace procedures
- reporting of identified hazards, faults or malfunctions in accordance with workplace procedures
- types of equipment used to transfer cargo, their applications, procedures and precautions for their use
- working load limit (WLL) of cargo transfer equipment
- workplace procedures and policies for handling and transferring cargo
- workplace procedures for using transfer equipment.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant materials, tools, transfer equipment and personal protective equipment (PPE)
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0023 Receive goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to receive goods.

It includes identifying workplace procedures and documentation requirements for receiving goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, unpacking and storing stock.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify workplace procedures and documentation requirements for receiving goods

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Workplace procedures for receiving goods are identified

1.2 Purpose of documents associated with receiving goods is interpreted

| | | |
|----------|--|--|
| | 1.3 | Workplace documentation requirements for receiving goods, including dangerous goods, are identified |
| | 1.4 | Hazards are identified, risks are assessed and control measures implemented in accordance with workplace procedures |
| 2 | Check and inspect goods on arrival and complete workplace documentation | |
| | 2.1 | Procedures for checking goods against orders or manifests are identified and followed |
| | 2.2 | Discrepancies and damaged goods are reported to relevant personnel |
| | 2.3 | Non-conforming goods are appropriately documented and despatched or stored in accordance with workplace procedures |
| 3 | Unload, unpack and store stock | |
| | 3.1 | Appropriate manual handling techniques and equipment are identified and used |
| | 3.2 | Safe work procedures and relevant personal protective equipment (PPE) are used when unloading, unpacking and storing stock |
| | 3.3 | Appropriate storage locations and requirements for products with specific attributes are identified |
| | 3.4 | Goods are unloaded and unpacked in accordance with workplace procedures |
| | 3.5 | Assistance is sought from relevant personnel to maintain safe and effective work |
| | 3.6 | Directions are followed to store stock in appropriate areas |

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2013 Receive goods.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0023 Receive goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate hazards that may exist when receiving goods
- communicating and working effectively with others when receiving goods
- completing and interpreting documentation related to receiving goods
- identifying documentation requirements for receiving goods, including dangerous goods, and reporting damage
- identifying hazards, assessing risks and implementing control measures
- interpreting and following instructions, procedures, information, labels and signs relevant to receiving goods
- operating and adapting to differences in equipment and hand tools in accordance with standard operating procedures
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant load handling equipment when receiving goods
- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- attributes of goods with specific storage needs
- communication techniques
- documentation requirements for receiving goods
- focus of operation of work systems, equipment, management and site operating systems for receiving goods
- hand tools and equipment selection requirements
- housekeeping standards and procedures
- potential problems and possible solutions relating to receiving goods
- relevant legislation, regulations, codes of practice and industry guidelines for receiving goods
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- size, shape and special requirements of goods and loads
- specifications and standards for checking and inspecting received goods
- workplace procedures and policies for receiving goods.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA0024 Replenish stock

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to replenish stock.

It includes applying product knowledge to participate in stock rotation activities, interpreting and filling replenishment requests, and completing all required stock replenishment tasks.

Work is performed under applicable supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Participate in stock rotation activities

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|------------|--|
| 1.1 | Stock levels are counted against appropriate documentation |
| 1.2 | Stock levels are recorded and reported to relevant personnel |
| 1.3 | Stocks are replenished, adjusted or rotated in |

| | | | |
|---|---|-----|---|
| | | | accordance with workplace procedures |
| | | 1.4 | Stock reordering processes are activated in accordance with workplace procedures |
| | | 1.5 | Routine and non-routine problems with products or storage systems are reported in accordance with workplace procedures |
| 2 | Interpret and fill replenishment request | 2.1 | Order request documentation is interpreted |
| | | 2.2 | Products ordered are noted and storage locations are identified |
| | | 2.3 | Storage location and product knowledge is used to plan sequence of work |
| | | 2.4 | Appropriate material handling equipment is selected in accordance with workplace procedures and timeframes, and work health and safety (WHS)/occupational health and safety (OHS) regulations |
| | | 2.5 | Required schedules for order movement and despatch or storage are identified and followed |
| 3 | Complete stock replenishment | 3.1 | Products are sorted, assembled and consolidated in the appropriate storage areas |
| | | 3.2 | Work is checked in accordance with workplace procedures |
| | | 3.3 | Documentation and records are completed 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.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2020 Replenish stock.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA0024 Replenish stock

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- communicating and working effectively with relevant personnel when replenishing stock
- completing and interpreting documentation related to replenishing stock
- interpreting and following instructions, procedures and labels relevant to replenishing stock
- modifying activities depending on operational contingencies, risk situations and environments
- operating and adapting to differences in stock and equipment in accordance with standard operating procedures
- replenishing, adjusting and rotating stock
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment when replenishing stock
- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- documentation requirements for replenishing stock
- housekeeping standards and procedures
- material handling procedures
- potential problems and possible solutions relating to replenishing stock
- principles of operation and functions of stock control systems
- relevant legislation, regulations, codes of practice and industry guidelines relating to stock replenishment
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- workplace procedures and policies for replenishing stock.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA1001 Secure cargo

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor change in Application to remove reference to transport and logistics
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to secure cargo, in accordance with procedures and regulatory requirements, as part of work activities within industry.

It includes preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather and packing and unpacking cargo.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to secure

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Work area is prepared and maintained, in accordance

- cargo/containers** with national standards, safety codes and workplace procedures
- 1.2** Unsafe work practices and/or equipment are reported to appropriate personnel
 - 1.3** Appropriate protective clothing, equipment and fittings are selected
 - 1.4** Form work is erected where no lashing points exist
 - 1.5** Lashing plan is read and interpreted
- 2 Lash and unlash cargo**
- 2.1** Work is conducted, in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special cargo requirements
 - 2.2** Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point
 - 2.3** Cargo is lashed and secured to lashing points, ensuring the correct spread of lashings and that lashings are secured, attached and tensioned
 - 2.4** Tensioners are securely fastened
 - 2.5** When unlash, fittings are released, disconnected and removed from the cargo
 - 2.6** Lashing equipment is placed in designated storage areas or cleared from work area
 - 2.7** No injury to personnel or damage to machinery or cargo during lashing/unlashing operations is ensured
 - 2.8** Lashing is completed, in accordance with lashing plan
- 3 Protect cargo from weather**
- 3.1** Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment
 - 3.2** Work is conducted, in accordance with the requirements of national standards, safety codes of practice and workplace procedures
- 4 Pack and unpack cargo**
- 4.1** Damaged cargo is identified and reported, in accordance with enterprise procedures

- 4.2 Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and workplace procedures
- 4.3 Cargo is identified through the interpretation of marks or numbers
- 4.4 Tight stow of cargo is maintained
- 4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment

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 TLIA1001A Secure cargo.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA1001 Secure cargo

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor change in Application to remove reference to transport and logistics
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating effectively with others when securing cargo or freight
- completing documentation related to securing cargo or freight
- identifying cargo, container and goods, coding, Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings and where applicable, emergency information panels
- identifying, selecting and using relevant equipment, processes and procedures when securing cargo or freight
- interpreting and following operational instructions and prioritising work
- operating and adapting to differences in cargo handling equipment, in accordance with standard operating procedures
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- reading and interpreting instructions, procedures, information and labels relevant to securing cargo or freight
- selecting and using required personal protective equipment conforming to industry and Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) standards
- using lashing and protection equipment
- working collaboratively with others when securing cargo or freight
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the

requirements of the elements and performance criteria and includes knowledge of

- Australian and international standards, codes and regulations relevant to securing cargo or freight including ADG and IMDG codes
- cargo marking and numbering systems
- focus of operation of work systems, equipment, management and site operating systems for securing cargo or freight
- problems that may occur when securing cargo or freight and appropriate actions that can be taken to resolve these problems
- procedures for managing and controlling hazardous situations when carrying out work activities
- relevant bond, quarantine or other legislative requirements
- relevant handling and safety codes
- relevant WHS/OHS and environmental procedures and regulations
- workplace procedures and policies for securing cargo or freight.

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 must occur in workplace operational situations where it is appropriate to do so. Where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include

- a range of exercises, case studies or other simulations
- materials, tools and equipment including personal protective equipment used in industry
- documentation including organisational policies and procedures industry standards, regulations, codes of practice and operational manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA2011 Package goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to package goods in accordance with regulatory and workplace requirements as part of work activities undertaken within the transport and logistics industry.

It includes selecting materials, packing, and labelling packaged products/loads to the required labelling standards.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Select materials and pack products

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Packaging specifications and order packaging documentation are correctly interpreted

- 1.2 Packaging technology suitable for the goods to be packed is selected
- 1.3 Packaging materials are identified and matched to specifications
- 1.4 Work plan is followed, materials are used economically and appropriate packaging is used to minimise loss and damage in transit or storage
- 1.5 Work is planned in accordance with work health and safety (WHS)/occupational health and safety (OHS) requirements
- 1.6 Completed packed goods are stacked to minimise damage from within and outside

2 Label packaged products/loads

- 2.1 Workplace labelling standards are identified
- 2.2 Appropriate goods handling, labelling and other identification symbols are used
- 2.3 Invoices and picking slips are attached as required
- 2.4 Workplace documentation is completed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2011A Package goods.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA2011 Package goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- checking operation of packaging equipment in terms of service schedule and standard operating procedures
- communicating and working effectively with others when packaging goods
- completing documentation related to work activities when packaging goods
- estimating the size, shape and special requirements of goods and loads
- implementing contingency plans when packaging goods
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring equipment performance when packaging goods
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- reading and interpreting instructions, procedures and labels relevant to packaging goods
- selecting and using relevant communications, computing equipment and materials when packaging goods
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Australian and international codes and regulations relevant to packaging goods
- documentation requirements for packaging goods, such as a workplan
- housekeeping standards and procedures
- operational work systems, equipment, management and site operating systems for packaging goods
- problems that may occur when packaging goods and appropriate action that can be taken to resolve these problems
- relevant WHS/OHS and environmental protection procedures and guidelines
- site layout and obstacles
- workplace procedures and policies for packaging goods.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA2014 Use product knowledge to complete work operations

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements and relevant regulations, as part of work activities within the transport and logistics industries.

It includes identifying products in a subsection of a warehouse or other storage area, examining quality, reporting on products, as well as using inventory and labelling systems to identify and locate products.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify products in a

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Products are identified against specified criteria in

| | |
|--|--|
| subsection of a warehouse or other storage area | accordance with workplace procedures |
| | 1.2 Storage and handling characteristics are identified and applied consistently |
| | 1.3 Products are described to internal customers identifying features that may affect location, safety or storage requirements |
| 2 Examine quality and report on products | 2.1 Products are inspected in accordance with workplace quality assurance procedures |
| | 2.2 Workplace procedures are followed to replace, return or dispose of stock/products that are not useable |
| | 2.3 Non-conforming products are recorded/reported in accordance with workplace procedures |
| 3 Use inventory and labelling systems to identify and locate products | 3.1 Inventory and labelling systems are used to locate products within the workplace |
| | 3.2 Goods are physically located and identified |

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2014A Use product knowledge to complete work operations.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA2014 Use product knowledge to complete work operations

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 products and services in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when handling, transporting and storing products and providing information on products and services
- completing documentation related to work activities
- estimating the size, shape and special requirements of goods and loads
- identifying containers and goods coding, Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings and where applicable, emergency information panels
- reading and comprehending simple statements in English
- reading, interpreting and following instructions, procedures, information and signs relevant to handling, transporting, storing products and providing information on products and services
- selecting and using relevant communications, computing and load handling equipment
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards.

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:

- Australian codes and regulations relevant to products being identified, handled, transported, stacked and/or stored as part of work operations
- categories or groups of products and requirements for special handling, stacking and storage
- documentation requirements including reports and records concerning damaged or contaminated goods
- focus of operation of work systems, equipment, management and site operating systems for packaging goods
- housekeeping standards and procedures
- purpose and use of cataloguing and labelling systems
- site layout and obstacles
- strategies to seek out sources of product knowledge and to use this information to inform work
- types of equipment and storage areas appropriate for different categories of goods including perishable, fragile, dangerous, composition/state goods
- workplace procedures and policies for identifying, handling, stacking and storing particular categories of products.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA2022 Participate in stocktakes

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to participate in stocktakes in accordance with relevant regulations and workplace requirements within the transport and logistics industry.

It includes product knowledge, preparing and conducting stocktakes, counting and identifying stock discrepancies and completing all required documentation.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for stocktake

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Goods to be counted and appropriate inventory systems are identified

- 1.2 Required resources including equipment and record keeping systems are identified
 - 1.3 Allocated tasks, zones and work requirements are identified
 - 1.4 Sequencing of work activities is planned in a time effective manner
- 2 Stocktake and count stock**
- 2.1 Stocktaking and cyclical counts are undertaken in accordance with workplace policies and procedures
 - 2.2 Inventory data is interpreted
 - 2.3 Inventory data is confirmed to match stock
 - 2.4 Stock levels are accurately counted and documented
- 3 Identify stock discrepancies**
- 3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented
 - 3.2 Products stored in inappropriate storage locations are relocated and stock records are adjusted
- 4 Complete documentation**
- 4.1 Inventory data is reconciled to match warehouse stock in accordance with workplace procedures
 - 4.2 Workplace documentation is completed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA2022A Participate in stocktakes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA2022 Participate in stocktakes

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when conducting stocktakes
- completing documentation related to conducting stocktakes
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- reading, interpreting and following instructions, procedures and labels relevant to conducting stocktakes
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant communication, computing and office equipment when conducting stocktakes.

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:

- Australian codes and regulations relevant to conducting stocktakes
- housekeeping standards and procedures
- operational work systems, equipment, management and site operating systems for conducting stocktakes
- principles of operation and functions of stocktake systems

- site layout and obstacles
- workplace procedures and policies for conducting stocktakes
- workplace processes for managing records and producing stocktake reports.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA4005 Check and evaluate records and documentation

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements, as part of work activities within the transport and logistics industry.

It includes checking documentation, and analysing and evaluating records.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Check documentation

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1** Documentation, regulatory and workplace requirements are confirmed

- 1.2 Documentation is checked to ensure compliance with regulatory and workplace requirements
 - 1.2 Documentation is checked regularly and personnel responsible for documentation are advised of deadlines
 - 1.3 Appropriate systems are used to ensure maintenance of records complies with regulatory and workplace requirements
- 2 **Analyse and evaluate records**
 - 2.1 Records are analysed to identify unexpected deviations from plans or possible future problems with plant and/or equipment
 - 2.2 Advice is provided to appropriate personnel when problems are identified
 - 2.3 Security of records and documentation is maintained at all times and access is granted to authorised personnel 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIA4005A Check and evaluate records and documentation.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA4005 Check and evaluate records and documentation

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when checking and evaluating transport documentation
- identifying cargo, container and goods, coding, Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) markings, and emergency information panels
- identifying, selecting and using relevant equipment, processes and procedures when checking and evaluating documentation for local and/or international transport of cargo and containers
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant instructions, procedures and labels
- receiving, acknowledging and sending messages with available communications equipment
- reporting and/or rectifying identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- working collaboratively with others when checking and evaluating transport documentation.

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:

- Australian and international standards, codes and regulations relevant to local and international cargo/container transport documentation requirements, including the ADG and IMDG Codes
- cargo marking and numbering systems
- operational work systems, equipment, management and site operating systems for checking

and evaluating cargo/container transport documentation

- problems that may occur when checking and evaluating documentation, and appropriate action that can be taken to resolve these problems
- relevant bond, quarantine or other legislative requirements
- site layout, loading/unloading plans and sequence sheets
- types of cargo, containers and transport modes and their documentation requirements
- workplace procedures and policies for checking and evaluating documentation for local and/or international transport of cargo and containers.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA4025 Regulate temperature controlled stock

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with relevant regulations and workplace procedures within the transport and logistics industry.

It includes identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying identified problems.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Identify goods requiring temperature control

- 1.1 Goods requiring temperature control are identified
- 1.2 Temperature for short-term and long-term storage is selected to match product type
- 1.3 Upper and lower limits for temperature control are identified
- 1.4 Storage separations and co-storage applications are identified for products

2 Monitor temperature

- 2.1 Appropriate methods for determining temperature of goods are identified
- 2.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 2.3 Storage areas are monitored for temperatures within range for product types
- 2.4 Products are monitored to ensure compliance with temperature storage requirements
- 2.5 Short-term storage times are identified for transit goods
- 2.6 Documentation is completed in accordance with workplace procedures

3 Identify and rectify problems

- 3.1 Implications of incorrect temperature are identified
- 3.2 Damaged goods are identified and appropriate action is taken in accordance with workplace procedures
- 3.3 Causes of out-of-temperature range are identified
- 3.4 Appropriate personnel are notified for problem rectification
- 3.5 Goods handling workplace procedures for maintenance of stock under temperature control are identified and implemented

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA4025A Regulate temperature controlled stock.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA4025 Regulate temperature controlled stock

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- checking refrigeration equipment operation in terms of maintenance schedule and standard operating procedures
- communicating effectively with others
- implementing contingency plans
- operating and adapting to differences in stock and equipment in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures and labels
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment, processes and procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- focus of operation of work systems, equipment, management and site operating systems for regulating temperature controlled stock
- hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved
- problems that can occur with temperature controlled stock and appropriate action that can be taken
- procedures for pre-cooling and snap freezing

- relevant codes of practice, food safety standards and regulations for temperature controlled stock
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- special handling, stacking and storage requirements for temperature controlled stock
- workplace procedures and policies for regulating temperature controlled stock.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, food safety standards, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA4031 Consolidate freight

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to consolidate freight in accordance with relevant codes of practice and regulations, and to apply routine principles, procedures and regulations to effectively and efficiently combine and consolidate freight prior to shipment.

It includes assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and preparing related consignment documentation.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Assess scope to consolidate freight**
 - 1.1 Capacity and capability of different transport modes available to the organisation are assessed against proposed task
 - 1.2 Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight
 - 1.3 Information is analysed to determine where opportunities for freight consolidation exist
 - 1.4 Regulatory packaging and labelling requirements for consolidated cargo are followed
 - 1.5 Procedures for loading cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code
 - 1.6 Hazards are identified, risks are assessed and control measures are implemented
 - 1.7 Volumes and dimensions of proposed consolidation are calculated
 - 1.8 Proposed consolidation is matched against operational capacity and capability of carrier
- 2 Prepare consignment documentation**
 - 2.1 Consignment documentation required for consolidated cargo is confirmed
 - 2.2 Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations, ADG Code and workplace requirements
 - 2.3 Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration as required
 - 2.4 Freight is consolidated taking into account segregation requirements for dangerous goods as required

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA4031A Consolidate freight.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA4031 Consolidate freight

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in freight and equipment in accordance with operating procedures
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- selecting and using required computer and communications equipment
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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, include knowledge of:

- customer service policies and procedures
- problems that may occur and appropriate action that can be taken
- procedures for planning freight/cargo loading such as:
 - using available space efficiently

- packing goods for ease of inspection and to meet delivery and customer requirements
- securing goods and ensuring no damage to contents
- ensuring weight and volume of consolidated cargo conforms to specifications
- procedures for calculating volumes and dimensions
- procedures for completing consignment documentation
- procedures for identifying and evaluating information needed to facilitate freight consolidation
- relevant codes of practice and legislative requirements including local and international freight regulations
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- sources of information and documentation for consolidating freight.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA4032 Organise transport of freight or goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to organise the transport of freight or goods in compliance with relevant codes of practice and regulations, and to apply routine principles and procedures to organise the transport of freight or goods prior to shipment.

It includes planning transport operations, organising freight transport, completing the required documentation and finalising organisational processes.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

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 Plan transport

1.1 Knowledge of product to be freighted and workplace procedures

- operations** are applied to the transportation analysis process
- 1.2 Domestic and international regulations, codes and procedures for transporting freight are identified
 - 1.3 Hazards are identified, risks are assessed and control measures are implemented
 - 1.4 Resources including manual handling equipment, employee competencies, storage areas, goods management equipment and transportation equipment are identified to match the task
 - 1.5 Work processes are planned to meet agreed timelines
 - 1.6 Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time
 - 1.7 Multiple transport modes are identified as required
 - 1.8 Goods transfer methods between modes of transport are selected as required
- 2 Organise freight transport**
- 2.1 Employees, equipment and temporary storage areas (as required) are allocated and supervised
 - 2.2 Freight is secured ensuring no damage to contents
 - 2.3 Handling methods suitable to the goods and transport method are selected
 - 2.4 Individuals are informed of work requirements and timelines
 - 2.5 Work processes are monitored to ensure human resources and equipment are maintained at productive levels in accordance with workplace and work health and safety (WHS)/occupational health and safety (OHS) requirements
 - 2.6 Discrepancies in freight are noted and appropriate action is undertaken in accordance with workplace procedures
- 3 Complete organisational processes**
- 3.1 Monitoring processes to track freight movement are implemented
 - 3.2 Reporting requirements are communicated to appropriate personnel
 - 3.3 Workplace documents and records are checked for completion and are filed/stored 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA4032A Organise transport of freight or goods.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA4032 Organise transport of freight or goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- establishing effective working relationships with colleagues and clients
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- planning own work, prioritising work activities, predicting consequences and identifying improvements
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- reading, interpreting and following relevant instructions, procedures and signs
- selecting and using required communications equipment, computers and systems
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- problems that may occur and appropriate action that can be taken
- procedures for assessing storage and transport requirements and options
- procedures for calculating/estimating weight, volumes and dimensions
- procedures for coordinating the transfer and storage of goods including multi-modal transport
- procedures for identifying and evaluating information needed to facilitate the transport of freight
- procedures for selecting transport/storage equipment and systems
- procedures for organising required permits and for completing transport documentation
- relevant legislative requirements and codes of practice
- relevant WHS/OHS and environmental procedures and regulations
- sources of information and documentation for organising the transport of freight and goods.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in *the Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIA4033 Organise international transport of freight

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to organise the international transport of freight in accordance with relevant codes of practice and regulations.

It includes confirming customer requirements, organising freight arrangements and communicating with shipping agents and authorities.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

A – Handling Cargo/Stock

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Confirm customer requirements

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Customer requirements for moving cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated

budget for the transaction are confirmed

1.2 Customer priorities for the shipment are confirmed

1.3 Decisions on possible routes, taking into account known variables, are undertaken

2 Organise freight arrangements

2.1 International regulations and codes of practice for transporting freight are confirmed

2.2 Work processes are planned to meet agreed timelines

2.3 Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times

2.4 Availability of selected carrier/s is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each shipment stage

2.5 Arrangements are made to consolidate freight, where appropriate

2.6 Freight carrier booking/s are confirmed

2.7 Transport of freight to selected international carrier is organised

3 Communicate with shipping agents and authorities

3.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities

3.2 Confirmation of despatch of freight from international carrier is obtained

3.3 Arrival of cargo at port of entry is confirmed

3.4 Acceptance of freight documentation is confirmed

3.5 Payments are authorised

3.6 Cargo is on-forwarded from point of entry, as required

3.7 Customer is advised that freight has been forwarded to point of destination

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIA4033A Organise international transport of freight.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIA4033 Organise international transport of freight

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- operating and adapting to differences in equipment in accordance with operating procedures
- reading, interpreting and following relevant instructions, procedures and labels
- using relevant communications, computer equipment and systems
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- contacts and sources of information/documentation needed for organising international transport of freight
- customer service policies and procedures
- problems that may occur and appropriate action that can be taken
- procedures for:
 - interpreting client requirements
 - reviewing transport options and availability of carriers
 - identifying and evaluating information needed to organise the international transport of

freight

- calculating volumes and dimensions
- completing consignment documentation
- liaising with Australian and international contacts using appropriate technology
- relevant codes of practice and legislative requirements including local and international freight regulations
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB0002 Carry out vehicle inspection

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle in accordance with relevant workplace procedures.

It includes conducting routine checks, cleaning vehicles, ensuring all specified safety requirements are met and ensuring vehicles are operational according to workplace procedures.

Work is performed with limited or minimum supervision, and with duty of care for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Check and clean vehicle

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Vehicle hazards are identified and required action is taken to minimise, control or eliminate identified hazards

1.2 Visual check of internal and external condition of

vehicle is carried out and relevant documentation is completed in accordance with workplace procedures

- 1.3 Pre-operational inspections and checks are conducted in accordance with workplace procedures
 - 1.4 Associated equipment is tested to ensure it functions correctly to manufacturer specifications and workplace procedures
 - 1.5 Operational checks are carried out after engine is started to identify possible defects
 - 1.6 Shut-down checks are carried out to identify possible defects
 - 1.7 Warning systems (instruments and gauges) are checked to ensure they are operational in accordance with manufacturer specifications and workplace procedures
 - 1.8 Vehicle monitoring device including In Vehicle Monitoring System (IVMS) and telematics is logged on/off as required in accordance with manufacturer instructions and workplace procedures
 - 1.9 Vehicle is cleaned in accordance with work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) and environmental requirements and workplace procedures
- 2 Complete documentation**
- 2.1 Vehicle defects are identified and diagnosed, and appropriate action is taken to report to relevant person/s or remedy identified defects as required by workplace procedures
 - 2.2 Records of inspection are updated and recommended repairs from relevant person/s are documented 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2004 Carry out vehicle inspection.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB0002 Carry out vehicle inspection

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- carrying out vehicle inspections in accordance with workplace and manufacturer requirements including:
 - conducting engine oil checks
 - conducting coolant level checks
 - conducting hydraulic oil and other fluid checks
 - conducting globe replacement procedure
 - conducting tyre checks for wear
 - checking of gauges, warning lights, screen displays and buzzers to confirm operational status
- communicating effectively with others when reporting identified problems, faults or malfunctions
- completing documentation related to routine vehicle inspection clearly and concisely
- reading and interpreting relevant instructions, procedures, information and manuals
- reporting and rectifying identified problems, faults or malfunctions promptly
- visual checking for defects to internal and external of vehicle
- operating relevant cleaning equipment and using relevant cleaning supplies
- completing relevant workplace documentation
- applying working at height procedures during cleaning of vehicles
- applying relevant work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH), environmental requirements and workplace procedures
- using relevant Personal Protective Equipment (PPE) while cleaning.

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:

- duty of care requirements for routine vehicle inspections

- principles of systems operation on commercial vehicles
- problems that may occur during routine vehicle inspections and appropriate actions and solutions
- relevant reporting and documentation requirements for carrying out vehicle inspections
- relevant WHS/OHS/OSH and environmentally sustainable practices
- workplace procedures and manufacturer specifications for:
 - pre-operational inspection of a commercial vehicle
 - visual inspection
 - checking warning systems
 - associated equipment operation
 - function of gauges, warning lights and devices
 - In Vehicle Monitoring System (IVMS) and telematics
 - defect reporting
- safe use of vehicle cleaning supplies
- safe operation of cleaning equipment
- Safety Data Sheets (SDS) and relevant manufacturer specifications for cleaning products
- WHS/OHS/OSH and environmental requirements for waste disposal.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB0003 Use and maintain minor mechanical equipment

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to use and maintain minor mechanical equipment in accordance with workplace procedures, safe working codes of practice and regulatory requirements across a variety of operational workplaces within the transport and logistics industry.

It includes carrying out pre-operational checks on equipment, operating mechanical equipment, conducting routine maintenance, and securing and storing equipment. Minor mechanical equipment may encompass hand and power tools.

Work is performed under some supervision, generally in a team environment.

Where required to operate mechanical plant or equipment, the operator must hold the relevant licence, permit or certificate for the class/type of equipment being operated.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | | |
|----------|--|------------|--|
| 1 | Carry out pre-operational checks | 1.1 | Pre-operational checks are conducted to manufacturer specifications to ensure optimum equipment functionality |
| | | 1.2 | Minor adjustments to equipment are made in accordance with manufacturer instructions to ensure efficient operation |
| | | 1.3 | Faulty and damaged equipment is reported to relevant person to ensure equipment is safe and effective to use |
| 2 | Operate mechanical equipment | 2.1 | Equipment is operated in accordance with manufacturer specifications and workplace procedures to ensure safe and effective operation |
| | | 2.2 | Personal protective equipment (PPE) is used to minimise risk of injury in accordance with workplace procedures |
| | | 2.3 | Work operational hazards are eliminated or controlled when using equipment to ensure safe working conditions |
| | | 2.4 | Assisting personnel are given clear instructions about their duties to ensure safe and effective working conditions |
| 3 | Conduct routine maintenance | 3.1 | Equipment is cleaned and maintained to ensure optimum functionality in accordance with manufacturer specifications, regulatory requirements and workplace procedures |
| | | 3.2 | Detailed and accurate records are maintained in accordance with workplace procedures |
| 4 | Secure and store mechanical equipment | 4.1 | Equipment is handled and transported in a safe, secure and efficient manner to minimise risk of injury to personnel and damage to equipment |
| | | 4.2 | Equipment is stored and secured according to manufacturer and workplace procedures to prevent damage to and loss of equipment |

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2029 Use and maintain minor mechanical equipment.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB0003 Use and maintain minor mechanical equipment

Modification History

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant lashing and securing techniques for equipment
- applying environmental requirements when using and maintaining minor mechanical equipment
- applying workplace procedures in the use and maintenance of minor mechanical equipment
- carrying out one routine maintenance and conducting checks in a safe manner including:
 - engine oil checks
 - coolant level checks
 - hydraulic oil and other fluid checks
 - globe replacement procedure
 - tyre checks for wear
 - drive belt checks and adjustments
 - seat, mirror and related driver adjustments
- communicating and working effectively with others when reporting identified problems, faults or malfunctions
- completing a pre-operational check on one piece of equipment used in the job function
- completing workplace documentation processes
- following relevant tagout processes
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring performance of equipment
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with workplace procedures
- operating mechanical equipment to manufacturer and workplace requirements
- operating relevant cleaning equipment and using relevant cleaning supplies
- recording identified fault/damage in accordance with workplace procedures
- reporting identified problems, faults and malfunctions promptly, in accordance with workplace procedures
- selecting and using required personal protective equipment (PPE)

- using and handling cleaning agents and relevant cleaning equipment in accordance with work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH), environmental requirements
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment

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:

- basic lashing securing techniques
- emergency procedures in the event of an accident when using and maintaining mechanical equipment
- environmental requirements for waste disposal when using and maintaining mechanical equipment
- manufacturer specifications and documentation
- pre-operational and operational checklists
- problems and faults that can occur when using and maintaining minor mechanical equipment and related action that should be taken to resolve these problems
- relevant Safety Data Sheets (SDS) and manufacturer specifications for cleaning products
- relevant WHS/OHS/OSH and environmental procedures and regulations
- safe operation of cleaning equipment
- safe use of cleaning supplies
- tools and equipment for using and maintaining minor mechanical equipment, and the procedures and precautions for their care, use and storage
- workplace documentation and records requirements
- workplace procedures for pre-operational checks
- workplace procedures for using and maintaining minor mechanical equipment.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB2001 Check and assess operational capabilities of equipment

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with regulations, workplace procedures and requirements within the transport and logistics industry.

It includes inspecting equipment and the work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting inspection and testing results.

Safety checks and equipment tests are performed under limited supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1 Inspect equipment and work area | 1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturer specifications |
| | 1.2 Aspects of equipment/work area found to be outside manufacturer and/or workplace specifications are reported to designated persons for appropriate action |
| 2 Check equipment operational capability | 2.1 Equipment and components are tested after start-up in accordance with manufacturer specifications and workplace procedures |
| | 2.2 Warning systems are checked for operational effectiveness |
| 3 Identify and assess impact of faults on work requirements | 3.1 Faults are identified and assessment is made of the potential effect on the operation of the equipment for the required work |
| | 3.2 Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification |
| 4 Record and report inspection and testing results | 4.1 Inspection and testing results are accurately reported in accordance with regulatory requirements, workplace policies and industry guidelines |
| | 4.2 Clear, unambiguous and concise records are kept, in accordance with workplace procedures |
| | 4.3 Clear reference is made to any items that may affect the future safety of the equipment |

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 TLIB2001A Check and assess operational capabilities of

equipment.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB2001 Check and assess operational capabilities of equipment

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required actions to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- checking and replenishing fluids and carrying out lubrication processes during work activities
- communicating and working effectively with others when checking and assessing equipment operational capability
- completing documentation related to checking and assessing equipment operational capability
- implementing contingency plans and modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- reading, interpreting and following instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment and communications technology when checking and assessing equipment operational capability
- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- servicing equipment in terms of maintenance schedule and operating procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- equipment characteristics, capabilities, limitations and operational safety requirements
- housekeeping procedures
- operational work systems, equipment, management and site operating systems for checking and assessing equipment operational capability
- problems that may occur when checking and assessing equipment operational capability and appropriate actions that can be taken to resolve these problems
- site layout and obstacles
- tools and equipment used when checking and assessing equipment operational capability and the precautions and procedures to be followed in their use.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB2003 Carry out vehicle servicing and maintenance

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, in accordance with relevant roads and traffic authority regulations.

It includes actions to implement vehicle manufacturer specifications for routine checks and maintenance, to ensure all specified safety requirements are met, and to ensure vehicle is operational to workplace requirements and relevant state/territory roads and traffic authority regulations.

Work is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Maintain and service vehicle systems

2 Carry out minor vehicle repairs

3 Diagnose minor vehicle faults and undertake repairs for the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Hazards are identified, risks are assessed and control measures are implemented

1.2 Fluid levels are checked and adjusted in accordance with manufacturer specifications and workplace procedures

1.3 Air levels are checked and adjusted in accordance with manufacturer specifications and workplace procedures

1.4 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance as required in accordance with workplace procedures

1.5 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment

1.6 Work health and safety (WHS)/occupational health and safety (OHS) procedures are followed when carrying out routine servicing and maintenance of a vehicle

2.1 Vehicle components are removed, repaired or replaced and refitted to vehicle using correct tools in accordance with manufacturer instructions and workplace procedures

2.2 Tyres on vehicle are repaired or replaced in accordance with workplace procedures and manufacturer instructions

2.3 Worn brakes are identified and action is taken in accordance with workplace procedures and manufacturer specifications

2.4 Need for more complex maintenance procedures is identified and problem is correctly referred in accordance with workplace procedures

3.1 Minor faults in vehicle systems are identified, diagnosed and repaired in accordance with

safe operation of a vehicle

manufacturer specifications and workplace procedures

- 3.2 Identified faults that create a safety hazard are reported and appropriate action is taken to remove vehicle from operation pending repair

4 Complete documentation

- 4.1 Routine servicing, maintenance and repair record requirements are confirmed

- 4.2 Records of routine servicing, maintenance and repairs are kept 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2003A Carry out vehicle servicing and maintenance.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB2003 Carry out vehicle servicing and maintenance

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- checking and replenishing fluids and carrying out lubrication processes
- communicating and working effectively with others
- completing relevant documentation
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- monitoring performance of equipment
- operating and adapting to differences in equipment in accordance with workplace procedures
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- servicing equipment in terms of maintenance schedule and standard operating procedures
- working systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment.

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:

- basic fault finding procedures required for routine servicing and maintenance of vehicles
- basic principles for operating systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes
- housekeeping standards for routine servicing and maintenance
- problems that may occur during vehicle routine servicing and maintenance and appropriate action and solutions
- procedures for checking, and routine servicing and maintenance of a commercial vehicle, in accordance with workplace and manufacturer requirements, and established safety rules and regulations
- procedures for use and maintenance of materials, tools and parts required for routine servicing and maintenance
- procedures required to minimise waste during routine servicing and maintenance
- recognition and diagnosis of faults and vehicle irregularities
- relevant duty of care requirements for routine servicing and maintenance of vehicles
- relevant WHS/OHS and pollution control procedures
- reporting and documentation requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB2008 Carry out inspection of trailers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to carry out an inspection of a commercial trailer, in accordance with relevant roads and traffic authority regulations for inspecting commercial trailers.

It includes action to implement trailer manufacturer specifications for routine checks, to clean trailer, to ensure all specified safety requirements are met, and to ensure trailer is operational to workplace requirements and relevant state/territory roads and traffic authority.

Work is performed with limited supervision and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

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 Check trailer

1.1 Trailer hazards are identified and required action is taken to minimise, control or eliminate identified hazards

1.2 Visual check of internal and external condition of trailer is carried out in accordance with workplace procedures

1.3 Pre-operational inspections and checks of trailer brake systems, suspension and axles, electrical systems, wheels and tyres are carried out to ensure conformance with road safety standards

1.4 Associated equipment is tested to ensure it functions correctly to manufacturer specification

2 Clean trailer

2.1 Trailer is cleaned in accordance with workplace procedures

2.2 Associated equipment is cleaned in accordance with workplace procedures

3 Complete documentation

3.1 Faults are identified and/or diagnosed and appropriate action is taken to report or remedy identified faults as required by workplace procedures

3.2 Records of inspection are updated and recommended repairs are documented in accordance with workplace policies

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2008A Carry out inspection of trailers.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB2008 Carry out inspection of trailers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- completing relevant documentation for inspecting trailers
- monitoring and checking condition of trailer and its equipment in terms of maintenance schedule and operating procedures
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures.

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:

- principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
- procedures for routine inspection of a commercial trailer in accordance with workplace and manufacturer requirements, and established safety rules and regulations including visual inspection procedures and pre-operational checking procedures
- relevant duty of care requirements for routine inspection of trailers
- relevant work health and safety (WHS)/occupational health and safety (OHS) and pollution control procedures
- reporting and documentation requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB2073 Clean road tankers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to clean road tankers in accordance with workplace procedures and work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations.

It includes preparing for cleaning operations, steam cleaning a tanker, cleaning a tanker using water and detergent, finalising cleaning operations, and completing all required documentation.

Work is performed under some supervision, usually in a team environment. Work involves the application of routine principles and procedures to clean commercial tankers across a variety of operational contexts.

Work must be carried out in accordance with WHS/OHS and environmental protection regulations and workplace procedures.

No licencing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Prepare for cleaning operations

- 1.1 Vehicle is positioned under gantry in accordance with workplace procedures
- 1.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 1.3 Documentation is obtained from vehicle driver to determine product that has been previously carried in tanker
- 1.4 Vehicle keys are taken from driver to prevent accidental drive off, before cleaning process is completed
- 1.5 Appropriate cleaning process is selected for type of tanker/load in accordance with workplace procedures
- 1.6 Cleaning materials are prepared in accordance with manufacturer instructions and workplace procedures
- 1.7 Required personal protective equipment and safety equipment is selected and used in accordance with regulatory requirements and workplace procedures

2 Steam clean a tanker

- 2.1 Vehicle is earthed to prevent sparks and explosions
- 2.2 Valves are opened to allow draining of wash materials and hoses are attached in accordance with manufacturer instructions and workplace procedures
- 2.3 All access points, including vents and washing points, are opened and heat-sensitive auto fill probes are removed in accordance with workplace procedures
- 2.4 Where tank has held oil/diesel, a wash consisting of detergent wash and hot water rinse is carried out followed by the application of steam
- 2.5 Where tank has only held petrol, a steam clean only is carried out in accordance with workplace procedures
- 2.6 After wash, unit is left to drain until liquid ceases to drain from outlet valves and steam stops leaving vents on top of tank

- 2.7 All vents and valves are closed and auto fill probes are reconnected
- 2.8 Plastic seals are placed on valves to signify completed cleaning of tanker as required in accordance with workplace procedures
- 3 Clean a tanker using water and detergent**
 - 3.1 High pressure water and detergent are used to clean around top of tanker vents and hatches to remove dirt, and then top of tanker vents and hatches are rinsed clean with water
 - 3.2 Valves on outlet manifold are opened and connected with flexible pipes to waste storage facility or recycling tanks for tank cleaner
 - 3.3 All hatches are opened, spray balls are placed into tanks after visually checking tank condition, and solid materials present are washed out with high pressure water, prior to starting cleaning cycle
 - 3.4 Tank is rinsed, washed with tank wash until waste is clear and recycled into a holding tank for reuse, leaving tanker tank to drain
 - 3.5 Water in holding tank is topped up, ph is tested and solution is replaced as required in accordance with workplace procedures
 - 3.6 Tank is rinsed with water in short bursts until liquid leaving tank is clear
 - 3.7 Top of tank is hosed off again with water, and spray balls are removed
 - 3.8 Tank is visually checked through hatches with a torch, for cleanliness
 - 3.9 When cleanliness standards have not been achieved, tanker is rewashed or re-rinsed as required and hatches are closed
 - 3.10 At conclusion of cleaning operations, drainage hoses are removed, manifold is checked for cleanliness, and drainage valves are closed and sealed to indicate completed process in accordance with workplace procedures
- 4 Complete cleaning operations**
 - 4.1 Due care is taken to ensure disposal of used cleaning materials is in accordance with environmental protection regulations and workplace procedures

- 4.2 Wash water is suitably treated using available water cleaning and separation processes before draining into sewerage system
- 4.3 Cleaning equipment is cleaned, dried, checked and stored in accordance with workplace procedures
- 4.4 Cleaning operations documentation is completed in accordance with workplace procedures and is returned to driver along with vehicle keys

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2073A Clean road tankers.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB2073 Clean road tankers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- carrying out required cleaning operations
- communicating effectively with others
- interpreting and following operational instructions and prioritising work
- minimising waste during cleaning operations
- operating and adapting to differences in equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, labels and manuals
- selecting and using appropriate cleaning equipment and materials
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- hazards that may exist when cleaning road tankers and ways of controlling the risks involved
- housekeeping standards
- materials identification, handling and storage
- precautions and procedures to dispose of or reprocess cleaning waste in accordance with environmental protection requirements
- procedures for cleaning a commercial tanker in accordance with workplace and

- manufacturer requirements, and established safety rules and regulations
- relevant codes such as the current Australian Dangerous Goods (ADG) Code
 - relevant duty of care requirements for routine tanker cleaning
 - relevant legislation and workplace procedures
 - relevant recording and documentation procedures
 - relevant technical knowledge to clean road tankers
 - relevant WHS/OHS and pollution control procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, ADG Code, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIB2119 Carry out maintenance of trailers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial trailer across a variety of operational contexts.

It includes action to implement trailer manufacturer specifications for routine checks and maintenance, to ensure all specified safety requirements are met, and to ensure trailer is operational to workplace requirements and relevant state/territory roads and traffic authority regulations.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

1 Identify faults and perform routine maintenance

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 1.2 Trailer faults are identified and diagnosed in accordance with workplace procedures
- 1.3 Trailer components are lubricated in accordance with manufacturer instructions and workplace procedures

2 Carry out repairs on trailers

- 2.1 Trailer air/hydraulic brake system is inspected and adjusted, and required minor maintenance or repairs are carried out
- 2.2 Trailer electrical system is checked for correct operation and required minor maintenance or repairs are carried out
- 2.3 Trailer suspension and axles are inspected and identified faults are repaired and/or reported in accordance with workplace procedures
- 2.4 Trailer wheels and tyres are inspected, removed, repaired and refitted as required, in accordance with workplace procedures
- 2.5 Required documentation is completed in accordance with workplace procedures
- 2.6 Records of routine maintenance and repairs are kept 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2119A Carry out maintenance of trailers.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIB2119 Carry out maintenance of trailers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- carrying out lubrication processes in the course of work activities
- communicating and working effectively with others
- completing relevant documentation
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with workplace procedures
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- servicing trailer and equipment in terms of maintenance schedule and standard operating procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- basic fault-finding procedures required during routine servicing and maintenance of trailers
- basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
- housekeeping standards required for routine servicing and maintenance
- problems that may occur during routine servicing and maintenance of trailers and appropriate actions and solutions
- procedures for checking, and routine servicing and maintenance of commercial trailers in accordance with workplace procedures, manufacturer requirements and established safety rules and regulations
- procedures for using and maintaining materials, tools and parts required for routine servicing and maintenance
- recognition and diagnosis of faults and trailer irregularities
- relevant duty of care requirements for routine servicing and maintenance of trailers
- relevant national heavy vehicle legislation and regulatory requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and pollution control procedures
- reporting and documentation requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC1051 Operate commercial vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain the safety of and to operate, a commercial vehicle across a variety of job roles.

It includes monitoring traffic and associated equipment, managing vehicle condition and performance, and effectively managing hazardous situations.

Driving must be carried out in accordance with relevant state/territory roads and traffic authority licence requirements and regulations.

Driving is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Provisional car licence must be held prior to commencement of this unit of competency.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Operate commercial vehicle

- 1.1 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
- 1.2 Driving hazards are identified and/or anticipated and avoided
- 1.3 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturer instructions
- 1.4 Vehicle is secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
- 1.5 Appropriate procedures are followed in a driving emergency
- 1.6 Appropriate low-risk driving behaviour is displayed towards other road users in accordance with workplace procedures
- 1.7 Vehicle is positioning and moved conveniently and safely for loading and unloading in accordance with regulatory and workplace instructions
- 1.8 All associated equipment is operated in accordance with manufacturer and workplace instructions

2 Monitor traffic and road conditions

- 2.1 Most efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
- 2.2 Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

- 3.1 Vehicle performance and safety is maintained through vehicle pre-operational inspections
- 3.2 Performance and efficiency of vehicle operation is monitored during use
- 3.3 Vehicle is driven in a manner that incorporates eco-driving principles
- 3.4 Defective or irregular performance or malfunctions are

repaired as a minor repair or reported to appropriate authority

- 3.5** Vehicle records are maintained/updated and information is processed 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC1051A Operate commercial vehicle.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC1051 Operate commercial vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required actions to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- checking and replenishing fluids and carrying out lubrication processes
- completing relevant documentation
- demonstrating low-risk driving behaviours
- monitoring and anticipating traffic hazards and taking appropriate actions
- monitoring performance of vehicle and taking appropriate actions
- operating a commercial vehicle and associated equipment
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs.

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:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions, and related actions that can be taken
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term fatigue management

- low-risk driving behaviours
- map reading and road navigation techniques
- pre-operational checks carried out on vehicle and related actions
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental/emissions procedures and regulations
- relevant state/territory road and traffic authority road rules, regulations, permits and licence requirements
- vehicle controls, instruments and indicators and their use
- vehicle handling procedures
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

A simulator/online assessment is not suitable for the final assessment of this unit of competency.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC3003 Drive medium rigid vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to drive a medium rigid vehicle safely in accordance with the licence requirements and regulations of the relevant state/territory road and traffic authority pertaining to medium rigid vehicles.

It includes systematically and efficiently controlling vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations.

Types of vehicles include all medium rigid vehicles, for example, any 2-axle rigid vehicle, including trucks and buses greater than 8 tonnes gross vehicle mass (GVM).

Driving is performed with limited or minimum supervision, within duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

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 Drive medium rigid vehicle

- 1.1 Medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer instructions
- 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
- 1.3 Engine operation is maintained within manufacturer specified torque range and temperature through effective transmission use
- 1.4 Braking system of medium rigid vehicle is managed and operated to ensure effective control of vehicle under all conditions
- 1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
- 1.6 Medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
- 1.7 Medium rigid vehicle is parked, shut down and secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
- 1.8 Appropriate procedures are followed in a driving emergency

2 Monitor traffic and road conditions

- 2.1 Most efficient travel route is taken through monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
- 2.2 Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

- 3.1 Vehicle performance is maintained through pre-operational vehicle inspections and checks
- 3.2 Performance and efficiency of vehicle operation are monitored during use
- 3.3 Defective or irregular performance or malfunctions are

reported to appropriate authority

- 3.4 Vehicle records are maintained/updated and information is processed 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3003A Drive medium rigid vehicle.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3003 Drive medium rigid vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required actions to minimise, control or eliminate identified hazards
- carrying out pre-operational checks
- checking and replenishing fluids and carrying out lubrication processes
- completing relevant documentation
- monitoring and anticipating traffic hazards and taking appropriate action
- monitoring equipment performance
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures.

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:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions, and related actions that can be taken by a driver
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term management of fatigue
- map reading and road navigation techniques including the use of a global positioning system

(GPS) device

- medium rigid vehicle controls, instruments and indicators, and their use
- medium rigid vehicle handling procedures
- pre-operational checks carried out on vehicle and related actions
- principles of operation of air brakes and procedures for their use
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- relevant state/territory road traffic authority road rules, regulations, permits and licence requirements
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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 of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory road traffic authority.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC3004 Drive heavy rigid vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely in compliance with relevant state/territory road and traffic authority licence requirements and regulations including road rules for heavy rigid vehicles.

It includes maintaining systematic and efficient control of all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations.

Driving is performed with limited or minimum supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Drive heavy rigid vehicle**
 - 1.1** Heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer instructions
 - 1.2** Engine power is managed to ensure efficiency and performance, and to minimise engine and gear damage
 - 1.3** Engine operation is maintained within manufacturer specified torque range and temperature through effective gear selection and smooth transition in gear changes
 - 1.4** Heavy rigid vehicle braking system is managed and operated to ensure effective vehicle control under all conditions
 - 1.5** Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
 - 1.6** Heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
 - 1.7** Heavy rigid vehicle is parked, shut down and secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
 - 1.8** Over width and overweight permit applications are completed and submitted in accordance with relevant regulatory requirements, as required
 - 1.9** Appropriate procedures are followed in a driving emergency
- 2 Monitor traffic and road conditions**
 - 2.1** Most efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
 - 2.2** Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment loads and facilities
- 3 Monitor and maintain vehicle performance**
 - 3.1** Vehicle performance is maintained through pre-operational inspections and vehicle checks
 - 3.2** Performance and efficiency of vehicle operation is monitored during use
 - 3.3** Defective or irregular performance or malfunctions are

reported to appropriate authority

- 3.4 Vehicle records are maintained/updated and information is processed 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3004A Drive heavy rigid vehicle.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3004 Drive heavy rigid vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required actions to minimise, control or eliminate identified hazards
- carrying out pre-operational checks
- completing relevant documentation
- demonstrating low-risk driving behaviours
- monitoring and anticipating traffic hazards and taking appropriate actions
- monitoring performance of vehicle and its equipment, and taking appropriate action, as required
- operating and adapting to differences in equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures.

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:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions, and related actions that can be taken
- fatigue management strategies and on-road techniques
- heavy rigid vehicle controls, instruments and indicators, and their use
- heavy rigid vehicle handling procedures
- lifestyles that promote effective long-term fatigue management

- pre-operational checks carried out on heavy rigid vehicle and related actions
- principles of operation of air brakes and procedures for their use
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant state/territory road and traffic authority road rules, regulations, permits and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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 of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory road and traffic authority.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC3005 Drive heavy combination vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to drive a heavy combination vehicle safely. It includes maintaining systematic and efficient control of all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, coupling and uncoupling a trailer, and effectively managing hazardous situations.

Driving must be carried out in accordance with relevant state/territory roads and traffic authority licence requirements and regulations for heavy combination vehicles.

Driving is performed with limited supervision, and duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Drive heavy combination vehicle

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer instructions

1.2 Engine power is managed to ensure efficiency and performance, and to minimise engine and gear damage

1.3 Engine operation is maintained within the manufacturer specified torque range and temperature, through effective gear selection and smooth transition in gear changes

1.4 Heavy combination vehicle braking system is managed and operated to ensure effective vehicle control under all conditions

1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.6 Heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.7 Heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturer specifications, traffic regulations and workplace procedures

1.8 Over width and overweight permit applications are completed and submitted in accordance with relevant regulatory requirements, as required

1.9 Appropriate signage and lights are checked for operational effectiveness and for conformity to prescribed traffic regulations

1.10 Appropriate procedures are followed in a driving emergency

2 Monitor traffic and road conditions

2.1 Most efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or

- route deviations
- 2.2** Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment loads and facilities
- 3 Monitor and maintain vehicle performance**
- 3.1** Vehicle performance is maintained through pre-operational inspections and vehicle checks
- 3.2** Prime mover and trailer are aligned and coupled in accordance with manufacturer instructions and workplace procedures
- 3.3** Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm it is fully operational
- 3.4** Performance and efficiency of vehicle operation is monitored during use
- 3.5** Defective or irregular performance or malfunctions are reported to appropriate authority
- 3.6** Vehicle records are maintained/updated and information is processed 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3005A Drive heavy combination vehicle.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3005 Drive heavy combination vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying map reading and road navigation techniques
- applying precautions and required actions to minimise, control or eliminate identified hazards
- checking and replenishing fluids and carrying out lubrication processes
- completing relevant documentation
- demonstrating low-risk driving behaviours
- monitoring and anticipating traffic hazards and taking appropriate action
- monitoring performance of vehicle, trailers and equipment, and taking appropriate action as required
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures.

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:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions, and related actions that can be taken
- fatigue management strategies including on-road techniques
- heavy combination vehicle controls, instruments and indicators, and their use

- heavy combination vehicle handling procedures
- lifestyles that promote effective long-term fatigue management
- map reading and navigation of vehicle and related action
- pre-operational checks carried out on heavy combination vehicle and related actions
- principles of operation of air brakes and procedures for their use
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant state/territory road and traffic authority road rules, regulations, permits and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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 of this unit may be undertaken within a licensing examination conducted, by or under the authority of, the relevant state/territory road and traffic authority.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC3042 Operate coach/bus

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor grammatical change in PC 4.3
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate a passenger coach/bus across a variety of contexts.

It includes maintaining systematic and efficient control of all coach/bus functions, monitoring traffic and road conditions, managing coach/bus condition and performance, and effectively managing hazardous situations.

Operation of a passenger coach/bus is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

This unit meets part of the certification requirements for obtaining coach/bus driver accreditation. As requirements may vary between states and territories, people seeking coach/bus accreditation should contact their state/territory regulatory authority.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

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 Operate coach/bus | <p>1.1 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards</p> <p>1.2 Coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturer instructions</p> <p>1.3 Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage</p> <p>1.4 Engine operation is maintained within the manufacturer specified torque range and temperature by effectively using transmission</p> <p>1.5 Coach/bus braking system is managed and operated to ensure effective control of coach/bus under all conditions</p> <p>1.6 Road and traffic hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques</p> <p>1.7 Coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures</p> <p>1.8 Coach/bus is parked, shut down and secured in accordance with manufacturer specifications and workplace procedures</p> <p>1.9 Low risk driving behaviour is applied towards other road users in accordance with workplace procedures</p> |
| 2 Monitor and respond to traffic and road conditions | <p>2.1 Efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</p> <p>2.2 Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities</p> |
| 3 Monitor and maintain coach/bus performance | <p>3.1 Coach/bus performance is maintained through pre-operational inspections and checks of coach/bus and</p> |

- ancillary equipment
- 3.2** Performance and efficiency of coach/bus operation is monitored during use
 - 3.3** Defective or irregular performance or malfunctions are repaired or reported to appropriate authority in accordance with workplace procedures
 - 3.4** Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures
 - 3.5** Vehicle monitoring devices (such as tachographs) are operated in accordance with workplace procedures
- 4 Operate coach/bus safely**
- 4.1** Passenger positioning and dispersion is undertaken in accordance with manufacturer instructions and workplace procedures
 - 4.2** Coach/bus doors are operated safely for entry and exit from coach/bus in accordance with manufacturer and workplace procedures
 - 4.3** Visual checks are conducted on entry to, exit from bus stop and whilst driving in accordance with workplace procedures
 - 4.4** Vehicle is positioned and moved conveniently and safely for passengers embarking and disembarking in accordance with regulatory and workplace procedures
- 5 Operate coach/bus associated equipment**
- 5.1** Coach/bus associated equipment is operated in accordance with manufacturer and workplace procedures
 - 5.2** Faults with coach/bus associated equipment are reported according to manufacturer and workplace procedures
 - 5.3** Route destination is clearly displayed on vehicle in accordance with workplace procedures
- 6 Provide customer service to passengers on coach/bus**
- 6.1** Comfort and wellbeing of passengers are managed in accordance with workplace instructions
 - 6.2** Lost property is processed in accordance with workplace procedures
 - 6.3** Assistance is provided for identified customer-specific

needs and/or luggage and ancillary equipment requirements 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3042A Operate coach/bus.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3042 Operate coach/bus

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor grammatical change in PC 4.3
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying fatigue management techniques
- applying industry and organisational customer service standards
- applying knowledge of relevant legislation and workplace procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- checking and replenishing fluids and carrying out lubrication processes
- communicating effectively with others
- completing relevant documentation
- implementing responses to changing road conditions
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring performance of coach/bus and its equipment and taking appropriate action
- operating and adapting to differences in equipment in accordance with operating procedures
- operating electronic communications equipment to required protocol including on-board intercom and communications equipment
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- servicing coach/bus and its equipment in terms of maintenance schedule and operating procedures
- undertaking pre-operational checks and vehicle handling procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- causes and effects of driver fatigue
- coach/bus controls, instruments and indicators, and their use
- coach/bus handling procedures
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions and related actions that can be taken by a driver
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term fatigue management
- map reading and road navigation techniques
- pre-operational checks carried out on coaches/buses and related actions
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant state/territory regulations and procedures in relation to bus stops
- relevant state/territory road and traffic authority road rules, regulations, permit and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used

in industry

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC3063 Operate vehicle carrying special loads

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to safely operate a vehicle carrying a special load in accordance with road and traffic authority and other relevant government regulations and company policies, and to effectively manage hazardous situations.

It involves carrying out pre-operational checks, driving a vehicle carrying special loads, and applying routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle carrying a special load across a variety of driving contexts.

Driving must be carried out in accordance with relevant state/territory road and traffic authority licence and permit requirements and regulations and specific regulatory and permit requirements for the special load being carried.

Driving is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

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 Carry out pre-operational checks

1.1 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards

1.2 Pre-operational checks for special purpose vehicle and associated ancillary equipment are carried out in accordance with manufacturer requirements, government regulations, and workplace policies and procedures

1.3 Faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2 Drive a vehicle carrying special loads

2.1 Vehicle is manoeuvred in accordance with regulations/permit requirements for vehicle class involved and load being carried

2.2 Vehicles carrying explosives or dangerous goods (DG) are driven along designated routes in accordance with relevant codes, government regulations and workplace policies

2.3 Load is transported and vehicle is manoeuvred in accordance with required precautions relating to load unusual/special characteristics and/or relevant government regulations for special load, including the current Australian Dangerous Goods (ADG) Code and the current Australian Code for the Transport of Explosives by Road and Rail

2.4 Signs, placards or indicators are fixed to vehicle, as required

2.5 Appropriate procedures are followed for load concerned in a driving emergency

2.6 Documentation is completed and proofread 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3063A Operate vehicle carrying special loads.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3063 Operate vehicle carrying special loads

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- checking and replenishing fluids and carrying out lubrication processes
- communicating effectively with others
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and anticipating traffic hazards and taking appropriate actions
- monitoring performance of vehicle, its equipment and load, and taking appropriate actions, as required
- operating and adapting to differences in equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- servicing vehicle and its equipment in terms of maintenance schedule and operating procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- efficient driving techniques

- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions and related actions that can be taken by a driver
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term fatigue management
- map reading and road navigation techniques
- pre-operational checks carried out on vehicle and related actions
- procedures to be followed in a driving emergency
- relevant Australian regulations and codes of practice for handling and transporting dangerous goods (DG) and hazardous substances, including the current Australian Dangerous Goods (ADG) Code and the current Australian Code for the Transport of Explosives by Road and Rail
- relevant state/territory road and traffic authority road rules, regulations, permits and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- vehicle controls, instruments and indicators, and their use
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Practical assessment must be in vehicles designed to carry special loads, for example, concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier or recovery vehicle.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, current ADG Code, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIC4006 Drive multi-combination vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including maintaining systematic and efficient control of all vehicle functions, coupling and uncoupling dollies, monitoring traffic and road conditions, managing vehicle condition and performance, and effectively managing hazardous situations.

Driving must be carried out in accordance with relevant state/territory road and traffic authority licence requirements and regulations for multi-combination vehicles.

Driving is performed with limited supervision, and duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Drive multi-combination vehicle**
 - 1.1** Multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer instructions
 - 1.2** Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage
 - 1.3** Multi-combination vehicle braking system is managed and operated to ensure effective control of vehicle under all conditions
 - 1.4** Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
 - 1.5** Multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
 - 1.6** Multi-combination vehicle is parked, shut down, uncoupled and secured in accordance with manufacturer specifications, traffic regulations and workplace procedures
 - 1.7** Appropriate signage and lights are checked for operational effectiveness and for conformity to prescribed traffic regulations
 - 1.8** Appropriate procedures are followed in a driving emergency
- 2 Monitor traffic and road conditions**
 - 2.1** Most efficient and permissible route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
 - 2.2** Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities
- 3 Monitor and maintain vehicle performance**
 - 3.1** Vehicle performance is maintained through pre-operational inspections and vehicle checks
 - 3.2** Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturer instructions and workplace procedures
 - 3.3** Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm it is fully operational

- 3.4 Performance and efficiency of vehicle operation is monitored during use
- 3.5 Defective or irregular performance or malfunctions are reported to appropriate authority
- 3.6 Vehicle records are maintained/updated and information is processed 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC4006A Drive multi-combination vehicle.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC4006 Drive multi-combination vehicle

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- checking and replenishing fluids and carrying out lubrication processes
- completing relevant documentation
- monitoring and anticipating traffic hazards and taking appropriate action
- monitoring performance of vehicle, its trailers and its equipment and taking appropriate action as required
- operating and adapting to differences in equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures.

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:

- causes and effects of fatigue on drivers
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions and related actions that can be taken
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term fatigue management
- map reading and road navigation techniques

- multi-combination vehicle controls, instruments and indicators, and their use
- multi-combination vehicle handling procedures
- pre-operational checks carried out on multi-combination vehicle and related actions
- principles of operation of air brakes and procedures for their use
- principles of stress management when driving a vehicle
- relevant state/territory road and traffic authority road rules, regulations, permits and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace driving and operational instructions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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 of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory road and traffic authority.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID0006 Move materials mechanically using automated equipment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to move materials mechanically using automated equipment.

It includes selecting appropriate automated mechanical moving equipment, moving materials in accordance with operational requirements, checking condition of materials and completing required records.

Work must be carried out in compliance with relevant work health and safety (WHS)/occupational health and safety (OHS) regulations related to automated mechanical equipment.

Work is performed under limited or minimum supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|---|---|
| 1 Identify task and select automated equipment | 1.1 Automated equipment is selected in accordance with workplace procedures, manufacturer specifications and loads characteristics |
| | 1.2 Pre-operational checks are completed and safe working load is determined in accordance with workplace procedures and manufacturer specifications |
| | 1.3 Automated equipment faults are identified and appropriate action taken in accordance with workplace procedures |
| | 1.4 Dangerous goods (DG) and hazardous materials are identified and handled in accordance with workplace procedures |
| 2 Move materials with automated equipment | 2.1 Planned route is determined and work area deemed safe |
| | 2.2 Hazards are identified, risks are assessed and control measures are implemented |
| | 2.3 Materials are moved using automated equipment in accordance with manufacturer specifications and workplace procedures |
| | 2.4 Materials are monitored in accordance with workplace procedures |
| 3 Complete material move and records | 3.1 Materials are inspected in accordance with workplace procedures |
| | 3.2 Records are updated 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.

Unit Mapping Information

This unit replaces and is equivalent to TLID2013 Move materials mechanically using automated equipment.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID0006 Move materials mechanically using automated equipment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying workplace procedures when using automated equipment
- following relevant instructions, workplace procedures and signs
- monitoring performance of automated equipment and taking action in accordance with workplace procedures
- reporting automated equipment faults in accordance with workplace procedures
- undertaking operational checks of automated equipment
- using personal protective equipment (PPE) according to workplace procedures.

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:

- characteristics, capabilities and limitations of automated equipment
- hazards when using automated equipment and related risk control measures
- problems that may occur and appropriate actions that can be taken to resolve these problems
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and regulations
- workplace policies and procedures for using automated equipment.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational

situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant materials, tools, automated equipment and PPE
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID2003 Handle dangerous goods/hazardous substances

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to handle dangerous goods and hazardous substances in accordance with relevant work health safety (WHS)/occupational health and safety (OHS) regulations concerning the safe handling of dangerous goods and hazardous substances, within the transport and logistics industry.

It includes identifying requirements for working with dangerous goods and/or hazardous substances, confirming site incident procedures and selecting handling techniques.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Identify requirements for working with dangerous goods and/or hazardous substances

- 1.1 Dangerous goods/hazardous substances are identified from information including class labels, manifests and other documentation
- 1.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 1.3 Storage requirements for dangerous goods/hazardous substances are identified and applied
- 1.4 Legislative requirements for dangerous goods/hazardous substances are used to plan work activities
- 1.5 Handling procedures for different classes and characteristics of goods are observed
- 1.6 Confirmation is sought from relevant personnel where dangerous goods/hazardous materials do not appear to be appropriately marked

2 Confirm site incident procedures

- 2.1 Incident reporting processes are identified
- 2.2 Emergency equipment is located and checked in accordance with workplace procedures and statutory regulations
- 2.3 Emergency procedures are identified and confirmed

3 Select handling techniques

- 3.1 Load handling and shifting procedures are selected in accordance with identified requirements for particular goods
- 3.2 Handling equipment is checked for conformity with workplace requirements and manufacturer guidelines
- 3.3 Suitable signage or placards are checked for compliance with workplace procedures, as required

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLID2003A Handle dangerous goods/hazardous substances.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID2003 Handle dangerous goods/hazardous substances

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating and working effectively with others
- completing relevant documentation
- determining required permits
- estimating weight and dimensions of load and any special requirements
- identifying and assessing handling and storage precautions and requirements for dangerous goods/hazardous substances
- identifying and selecting safety requirements for handling dangerous goods/hazardous substances
- identifying containers and goods coding, markings and emergency information panels for mode of transport storage selected
- identifying dangerous goods/hazardous substances using labels, International Maritime Dangerous Goods (IMDG) Code markings, HAZCHEM signs and other relevant identification criteria
- identifying job and site hazards, and planning work to minimise risks
- implementing contingency plans
- maintaining workplace records and documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule, predicting consequences and identifying improvements
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, regulations, information and signs
- recognising hazards and applying precautions and required action to minimise, control or eliminate recognised hazards
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures

- selecting and using required personal protective equipment (PPE) conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- selecting appropriate equipment and work systems including PPE
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- equipment applications, capacities, configurations, safety hazards and control mechanisms
- housekeeping standards and procedures
- permit and licence requirements
- problems that may arise when handling of dangerous goods and hazardous substances and actions that should be taken to prevent or solve these problems
- relevant aspects of current Australian Dangerous Goods (ADG) Code and relevant Australian Standards
- relevant regulations and codes concerning handling dangerous goods/hazardous substances
- risks when handling dangerous goods/hazardous substances and related precautions to control risk
- workplace procedures for handling and storing dangerous goods/hazardous substances.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, current ADG Code, codes of practice and operation manuals
- relevant materials, tools, equipment, and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID2004 Load and unload goods/cargo

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to load and unload goods and cargo in accordance with relevant state/territory roads and traffic authority regulations/permit requirements.

It includes loading and unloading goods and cargo, securing and protecting a load and completing all required documentation.

Work is performed under general supervision within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Load and unload goods/cargo**
 - 1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading workplace procedures
 - 1.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
 - 1.3 Dangerous or hazardous goods are identified and handled in accordance with the current Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements
 - 1.4 Load is packed/unpacked to make safe and effective use of available spaces
 - 1.5 Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures
 - 1.6 Lifting aids and appliances are selected and used to aid loading procedures in accordance with workplace procedures and safety legislation
 - 1.7 Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and balance of remaining load
 - 1.8 Goods requiring special handling and/or documentation are identified and workplace procedures are followed
 - 1.9 Relocated material is restacked appropriate for transport method, safe height, weight loading, size and crushability of goods
- 2 Secure and protect load**
 - 2.1 Load distribution is checked to ensure it is even, legal and within safe working capacity
 - 2.2 Load is checked to ensure dangerous goods and hazardous substances are appropriately segregated in accordance with current ADG Code
 - 2.3 Load is secured using correct load restraint and protection equipment for different loads, carrying and storage conditions
 - 2.4 Load is protected in accordance with legal and workplace safety requirements
- 3 Complete**
 - 3.1 Load is inspected and checked for security to travel, in accordance with relevant regulations/permit requirements

documentation

and current ADG Code, as required

- 3.2 All required goods documentation is completed in accordance with workplace requirements including current ADG Code, as required

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLID2004A Load and unload goods/cargo.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID2004 Load and unload goods/cargo

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying required action to minimise, control or eliminate identified hazards
- completing relevant documentation
- estimating load size, shape and special requirements and taking appropriate action
- identifying containers and goods coding, Australian Dangerous Goods (ADG) and International Maritime Dangerous Goods (IMDG) Code markings and emergency information panels, and taking appropriate action
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in cargo and equipment in accordance with operating procedures
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- reading and interpreting relevant instructions, procedures, information, signs and labels
- applying relevant legislation and workplace procedures
- selecting and using required personal protective equipment conforming to industry and work health safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- chain of responsibility workplace procedures
- housekeeping workplace procedures
- national load restraint guidelines
- problems that may arise when loading and unloading goods and cargo and actions that should be taken to prevent or solve these problems
- relevant Australian and international regulations and codes of practice for handling and transporting dangerous goods and hazardous substances
- relevant Australian Standards and regulations including state/territory mass and loading regulations
- risks when loading and unloading goods/cargo and related precautions to control risk
- safe work methods for securing load
- security awareness requirements when loading and unloading vehicles and in particular recognising, isolating and reporting suspicious cargo and goods
- site layout and obstacles
- WHS/OHS procedures and guidelines concerning the lifting and movement of loads
- workplace procedures and policies for loading and unloading goods/cargo.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, national Load Restraint Guide (LRG), codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in

industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID2010 Operate a forklift

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate a forklift in compliance with the relevant state/territory authority licence requirements and regulations, in a variety of operational contexts.

It includes checking forklift condition, driving forklift to fulfil operational requirements, and monitoring and maintaining forklift performance and site conditions.

Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) authority.

Operation of a forklift is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Check forklift condition

- 1.1 Condition of forklift is checked for compliance with WHS/OHS and workplace requirements for warning devices, manufacturer specifications and nature of load shifting task
- 1.2 Attachments are checked to ensure appropriate adjustment and operation
- 1.3 Mirrors and seats are adjusted for safe operation by driver
- 1.4 Logbooks are checked and appropriate workplace documentation is completed in accordance with workplace requirements

2 Drive forklift

- 2.1 Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturer instructions
- 2.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage
- 2.3 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques
- 2.4 Forklift is driven in reverse, maintaining visibility and achieving accurate positioning
- 2.5 Forklift is parked, shut down and secured in accordance with manufacturer specifications, regulations and workplace procedures

3 Operate forklift to handle loads

- 3.1 Lifting task to be undertaken is appropriately planned, and correct lifting truck and attachments are selected
- 3.2 Load is lifted, carried, lowered and set down in accordance with WHS/OHS legislation, manufacturer specifications and company procedures

4 Monitor site conditions

- 4.1 Hazards and traffic flow are identified when selecting the most efficient route and appropriate adjustments are made
- 4.2 Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs

5 Monitor and maintain forklift performance

- 5.1 Performance and efficiency of vehicle operation is monitored during use
- 5.2 Defective/irregular performance and malfunctions are reported to relevant personnel
- 5.3 Forklift records are maintained/updated in accordance with workplace procedures and legislative 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLID2010A Operate a forklift.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID2010 Operate a forklift

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- checking and replenishing fluids, and carrying out lubrication processes
- communicating and working effectively with others
- completing relevant documentation
- ensuring forklift and its equipment are maintained in terms of service schedule and standard operating procedures
- identifying points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring performance of forklift and its equipment, and taking appropriate action as required
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- efficient driving techniques
- engine power management and safe operating strategies
- forklift controls, instruments and indicators, and their use
- forklift handling procedures
- high risk work licence requirements
- operating hazards and related defensive driving and hazard control techniques
- operational emergency procedures
- pre-operational checks carried out on forklift and related action
- principles of stress management when driving a forklift
- relevant duty of care requirements for operating a forklift
- relevant WHS/OHS and environmental procedures and regulations
- site layout and obstacles
- workplace operating procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID2016 Load and unload explosives/dangerous goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to load and unload explosives/dangerous goods in a range of operational situations, in accordance with relevant Australian and state/territory regulations including current Australian Dangerous Goods (ADG) Code, current Australian Code for the Transport of Explosives by Road and Rail (AE Code), and mass and loading regulations.

It includes identifying explosives/dangerous goods, loading and unloading explosives/dangerous goods using appropriate equipment, securing and protecting vehicle load, and checking vehicle to ensure load is secure and vehicle is marked in accordance with regulatory requirements.

Work is performed under limited or minimum supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

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 Prepare to load and unload vehicle | <p>1.1 Explosives/dangerous goods are identified and their characteristics are taken into account in accordance with relevant emergency procedures when determining appropriate handling, loading and storage procedures</p> <p>1.2 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards</p> <p>1.3 Compatibility of explosives/dangerous goods is taken into account when assembling and segregating cargo for loading</p> <p>1.4 Vehicle/loading equipment is checked to ensure it is suitable to handle/carry load</p> |
| 2 Load/unload vehicle | <p>2.1 Vehicle is loaded/unloaded in accordance with workplace procedures and current ADG/AE Code as required</p> <p>2.2 Load is segregated according to class and subsidiary risk, and load distribution is checked in accordance with workplace procedures, relevant mass and loading regulations, and current ADG/AE Code as required</p> <p>2.3 Personal protective equipment is used during loading/unloading operations as required for type of explosives/dangerous goods concerned</p> <p>2.4 Emergency procedures are followed in an incident or accident when loading or unloading explosives and/or dangerous goods</p> |
| 3 Secure and protect vehicle load | <p>3.1 Vehicle load is secured using correct load restraint and protection equipment for different loads, vehicles and carriage conditions concerned</p> <p>3.2 Load is protected in accordance with legal and workplace safety requirements</p> <p>3.3 Load distribution is checked to ensure it is even, legal and within safe working capacity of vehicle</p> <p>3.4 Vehicle is clearly marked/placarded to indicate carriage of explosives and/or dangerous goods, in accordance with government regulations and workplace procedures</p> |
| 4 Check vehicle | <p>4.1 Loaded vehicle is inspected and checked to ensure it is suitable to carry explosives/dangerous goods, and load</p> |

weight and dimensions are within vehicle safe carrying capacity and equipment capability

- 4.2 Loaded vehicle is checked to ensure it can be safely parked and secured
- 4.3 Dangerous goods declaration and required transportation documentation for cargo is completed in accordance with workplace 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLID2016A Load and unload explosives and dangerous goods.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID2016 Load and unload explosives/dangerous goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating and working effectively with others
- completing relevant documentation
- estimating size, shape and special requirements of loads
- identifying and interpreting containers and goods coding, markings and emergency information panels for mode of transport/storage selected
- identifying load characteristics, loading equipment and related practices
- identifying load label in accordance with identified classification and subsidiary risk information
- identifying markings/placards for vehicle in accordance with relevant regulatory requirements
- implementing contingency plans and modifying activities depending on operational contingencies, risk situations and environments
- loading and unloading explosives/dangerous goods safely, in accordance with workplace procedures and current Australian Dangerous Goods (ADG)/current Australian Code for the Transport of Explosives by Road and Rail (AE Code) requirements
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting /rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- segregating, distributing and securing load for safe transport in accordance with regulations and current ADG/AE Code requirements
- selecting and using required personal protective equipment conforming to industry and work health safety (WHS)/occupational health and safety (OHS) standards
- using manual handling techniques and operating manually-operated load shifting equipment
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- characteristics of various classes of explosives/dangerous goods relevant to handling and transport
- compatibility of various types of explosives and/or dangerous goods
- housekeeping standards and procedures
- manual handling techniques and manually-operated load shifting equipment required for loading, unloading and handling explosives/dangerous goods
- methods of placarding or marking a vehicle carrying explosives and/or dangerous goods
- methods of securing a load on a vehicle
- WHS/OHS procedures and guidelines concerning lifting and moving loads
- relevant Australian explosives and/or dangerous goods codes and state/territory regulations for identifying, handling and marking explosives/dangerous goods
- relevant state/territory mass and loading regulations
- risks and hazards when loading, unloading and handling explosives/dangerous goods, and related precautions to control the risk
- workplace procedures and policies for loading and unloading explosives/dangerous goods.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, ADG/AE Code,

codes of practice and operation manuals

- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLID3015 Identify and label explosives/dangerous goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to identify and label explosives/dangerous goods, in accordance with relevant Australian state/territory regulators and authorities concerned with the carriage of explosives and dangerous goods. This includes the current Australian Dangerous Goods (ADG) Code, Australian Code for the Transport of Explosives by Road and Rail (AE Code) and workplace procedures.

It includes assessing, handling and labelling explosives and/or dangerous goods, and complying with all required documentation.

Work is performed under limited or minimum supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

D – Load Handling

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

- | | |
|--|--|
| 1 Assess explosives/dangerous goods | 1.1 Load is checked for explosives/dangerous goods in accordance with relevant codes and government regulations |
| | 1.2 Types of explosives/dangerous goods are identified from labels, current ADG/AE Code declarations and placarding, in accordance with workplace procedures and all required action is taken to ensure compliance with relevant government regulations and current ADG/AE Code, as required |
| | 1.3 Load hazards are identified from labels and safety data sheets (SDSs)/material safety data sheets (MSDSs) and required action is taken to minimise, control or eliminate identified hazards |
| 2 Handle explosives/dangerous goods | 2.1 Identified explosives/dangerous goods are handled and loaded/unloaded in accordance with regulatory requirements, codes, national Load Restraint Guide (LRG) and workplace procedures |
| | 2.2 Appropriate personal protective equipment is used when handling explosives/dangerous goods in accordance with class, subsidiary risk and SDS/MSDS information |
| | 2.3 Identified hazards posed by explosives/dangerous goods concerned are taken into account when handling different types of load |
| | 2.4 When loading/storing explosives/dangerous goods, segregation procedures are followed in accordance with class and subsidiary risk information |
| 3 Label explosives/dangerous goods | 3.1 All packages/containers are labelled with class and subsidiary risk information, in accordance with current ADG/AE Code and workplace procedures as required |
| | 3.2 Dangerous goods declaration is included with manifest and other shipping documents |
| | 3.3 Vehicles carrying explosives/dangerous goods are placarded in accordance with current ADG/AE Code, as required |
| 4 Complete documentation | 4.1 Required transport documents are confirmed |
| | 4.2 All required transport documents are completed in accordance with current ADG/AE Code and workplace procedures as required |

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLID3015A Identify and label explosives and dangerous goods.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLID3015 Identify and label explosives/dangerous goods

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- correctly marking/labelling explosives and dangerous goods
- handling explosives and/or dangerous goods in accordance with regulatory requirements, codes, national Load Restraint Guide (LRG) and employer policy as required
- identifying and using required personal protective equipment
- identifying explosives and dangerous goods from labels, in accordance with regulatory requirements and practices
- identifying hazards from labels of explosives and dangerous goods
- interpreting and following operational instructions and prioritising work
- interpreting safety data sheets (SDSs)/material safety data sheets (MSDSs), containers and goods coding, markings and other information describing explosives and dangerous goods including emergency information panels for mode of transport/storage selected
- locating, interpreting and applying relevant codes and regulations
- maintaining workplace records for explosives and dangerous goods
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs
- selecting and using required personal protective equipment, and conforming to industry and work health safety (WHS)/occupational health and safety (OHS) standards
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- characteristics of explosives and dangerous goods relevant to handling and transport
- compatibility of various types of explosives and dangerous goods
- housekeeping standards and procedures
- relevant Australian and state/territory regulations and codes for identifying and labelling explosives and dangerous goods including the current Australian Dangerous Goods (ADG) Code and Australian Code for the Transport of Explosives by Road and Rail (AE Code)
- risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk
- site layout and obstacles
- WHS/OHS procedures and guidelines concerning lifting and moving loads
- workplace procedures and policies for identifying and labelling explosives and dangerous goods.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, current ADG/AE Code, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE0002 Process workplace documentation

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to process workplace documentation and gather data in accordance with workplace requirements. Processing documentation/data is carried out as an integral part of work operations in the context of the workplace concerned.

It includes planning and completing documentation and data gathering to fulfil an identified purpose, including legislative obligations.

Work may be performed in a team or autonomous working situations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan documentation/data

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Purpose of workplace documentation/data gathering is

| | |
|--|--|
| gathering | identified and confirmed in accordance with legislative obligations and workplace procedures |
| 2 Complete documentation/data gathering | <p>1.2 Information needed for completing workplace documentation/data is identified as required in accordance with legislative obligations and workplace procedures</p> <p>2.1 Data is gathered, required documentation is prepared and forms are completed, in accordance with workplace policies and procedures</p> <p>2.2 Information/data is gathered and entered into computerised system, as required, in accordance with regulatory requirements and workplace procedures</p> <p>2.3 Workplace documents and electronic applications and systems are maintained accurately and in a timely manner in accordance with regulatory requirements and workplace 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIE2008 Process workplace documentation.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE0002 Process workplace documentation

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant work health and safety (WHS)/occupational health and safety (OHS) legislation and workplace procedures
- completing workplace documentation and forms
- ensuring processed information and data is checked for relevance, accuracy and completion
- operating and adapting to differences in electronic applications and systems in accordance with operating procedures
- reading, interpreting and organising information and data needed for completing and processing workplace documentation and forms
- working collaboratively with others when completing and processing workplace documentation, data and forms
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- writing and entering information and data into electronic applications and systems in a timely manner.

Knowledge Evidence

- procedures for processing workplace documentation and data using relevant workplace technology
- relevant procedures and duty of care requirements
- relevant WHS/OHS legislation, regulatory requirements and workplace responsibilities
- requirements and sources for workplace documentation, including:
 - data
 - diaries
 - forms
 - logs

- typical problems in processing workplace documentation and data and appropriate action and solutions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, electronic applications and systems, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE0003 Consolidate manifest documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to consolidate manifest documentation in accordance with relevant codes of practice and regulations for freight carriage.

It includes identifying and processing documentation required in accordance with workplace procedures.

Work is performed under general supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify required manifest documentation

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Relevant documentation is collated and checked to ensure all appropriate information has been entered into record system
- 1.2 Discrepancies are noted and reported in accordance with

workplace procedures

- 1.3** Relevant data is entered into record system in accordance with workplace procedures and statutory requirements
 - 1.4** Relevant clearances for moving goods and freight are checked and actions to rectify deficiencies followed in accordance with workplace procedures
- 2 Process manifest documentation**
- 2.1** Record system is amended including appending of relevant data and information
 - 2.2** Tracking and monitoring processes are completed and documentation forwarded in accordance with workplace procedures and statutory 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 TLIE3012 Consolidate manifest documentation.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE0003 Consolidate manifest documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- implementing contingency plans
- interpreting and following operational instructions, procedures and information
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reporting and/or rectifying identified deficiencies that may arise in accordance with regulatory requirements and workplace procedures.

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:

- operational procedures for document control
- relevant codes of practice and legislative requirements including:
 - chain of responsibility
 - dangerous goods
 - relevant freight regulations
- relevant data including:
 - customs
 - hazardous or dangerous goods declarations
 - identification codes
 - manifest codes
- sources of information/documentation needed when consolidating manifests
- workplace procedures to be followed when consolidating manifests.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE0004 Maintain freight records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain freight records in accordance with regulations and workplace requirements as part of work activities in the transport and logistics industry.

It includes recording all freight receipts and despatch documentation in a relevant system.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

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 Record freight receipt

1.1 Freight is identified and consignment details are confirmed

1.2 Documentation is actioned in accordance with workplace procedures and legislative requirements

- 1.3 Dangerous goods are identified and documentation is prepared and attached, in accordance with workplace procedures and legislative requirements
 - 1.4 Freight information is recorded on workplace freight tracking system
 - 1.5 Freight is directed for loading or storage as indicated by documentation
- 2 Record freight despatch
 - 2.1 Documentation for freight despatch is checked, verified and forwarded to relevant personnel in accordance with workplace procedures
 - 2.2 Loads not cleared due to incorrect documentation are reprocessed, 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIE3018 Maintain freight records.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE0004 Maintain freight records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

- applying relevant legislation and workplace procedures
- directing freight for loading and storage
- identifying freight including dangerous goods, and preparing and attaching appropriate documentation
- interpreting and following operational instructions, procedures and information
- operating required systems equipment to required protocol
- preparing and actioning relevant documentation
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant systems ensuring records match.

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:

- checks for avoiding problems that may occur and appropriate action that can be taken to resolve these problems
- documentation requirements for maintaining freight records including workplace freight tracking systems
- freight transport timetables, yard/terminal facilities and site layout
- operational work systems, equipment, management and site operating systems for maintaining freight records
- relevant national and international codes and regulations relevant for maintaining freight records, including dangerous goods codes and relevant bond, quarantine or other legislative requirements
- types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- workplace procedures and policies for maintaining freight records, including relevant international codes and regulation requirements.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE1003 Participate in basic workplace communication

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to participate effectively in basic workplace communication as an integral part of routine work in the context of the workplace concerned.

It includes communicating information about routine tasks, processes, events or skills; participating in group discussions to achieve appropriate work outcomes; and representing group views to others.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Appropriate form of communication is selected and used

- information about routine tasks, processes, events or skills** to meet required purpose
- 1.2 Effective listening skills are used
 - 1.3 Questions are used to gain additional information and to clarify understanding
 - 1.4 Sources of information relevant to communication are identified
 - 1.5 Information is selected and sequenced correctly
 - 1.6 Verbal and written reporting is undertaken as required
 - 1.7 Communication is undertaken in familiar and unfamiliar situations, and with familiar and unfamiliar individuals and groups
- 2 Participate in group discussions to achieve appropriate work outcomes**
- 2.1 Responses are sought from, and ideas are shared with, others in the group
 - 2.2 Constructive contributions are made in terms of the process involved
 - 2.3 Goals or outcomes are communicated and/or recorded
- 3 Represent group views to others**
- 3.1 Group views and opinions are interpreted and clarified as required
 - 3.2 Context of, and reasons for, representing group views to others are confirmed and explained
 - 3.3 Groups views and opinions are accurately reflected in representation to others

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE1003A Participate in basic workplace communication.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE1003 Participate in basic workplace communication

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when completing basic work activities
- completing relevant documentation
- modifying communication activities depending on operational contingencies and environments
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems in communication promptly, in accordance with workplace procedures
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others.

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:

- basic communication techniques including barriers to effective communication and how to overcome them
- basic principles of effective communication
- protocols and procedures for communicating with others using relevant workplace technology
- relevant procedures and duty of care requirements
- techniques for communicating effectively with people whose first language is not English
- techniques for communicating effectively with people whose understanding of English is limited
- typical communication problems and appropriate action and solutions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE2007 Use communications systems

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor word changes and reordering in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to use communications systems in accordance with relevant regulations and workplace procedures.

It includes identifying system features, operating a communications system effectively, using appropriate communications system protocols, maintaining equipment and completing documentation.

It involves applying established communication principles and practices, and using local technical, colloquial language and vocabulary in day-to-day communication.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

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 Check communications system requirements | 1.1 System features and control functions are identified |
| | 1.2 Impact of battery and signal levels on system's capability is determined |
| | 1.3 Mobile equipment is set up to optimise communication |
| | 1.4 Channels are selected appropriate to the communication as required |
| 2 Communicate using communications technology | 2.1 System checks are carried out to confirm communications system is operational, in accordance with manufacturer's instructions and workplace procedures |
| | 2.2 Communications system is operated safely in accordance with manufacturer's instructions, workplace procedures and regulatory requirements |
| | 2.3 Telephone and radio security are maintained in accordance with workplace procedures |
| | 2.4 Channel selection is appropriate for the location and type of communication |
| | 2.5 Messages are transmitted clearly and precisely, and user ethics and protocols are followed |
| | 2.6 Public address (PA) system is used, as required, to communicate with passengers and/or crew in accordance with operating procedures |
| | 2.7 Incoming messages are received and answered promptly and courteously in accordance with operating procedures and regulatory requirements |
| | 2.8 Appropriate language, protocols, procedures and codes are followed when using communications systems |
| | 2.9 Received messages are interpreted and recorded in accordance with workplace procedures |
| | 2.10 Clear and unambiguous vocal communication is used |
| 3 Maintain communications | 3.1 Equipment is checked and maintained in working order |

- equipment operational status** in accordance with workplace procedures
- 3.2** Minor communications systems faults are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
- 4 Complete documentation**
- 4.1** Appropriate communications records are maintained in accordance with workplace procedures
- 4.2** Communications records are stored/filed as required

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 TLIE2007A Use communication systems.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE2007 Use communications systems

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor word changes and reordering in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate hazards that may exist when using communications systems
- communicating and working effectively with others using available communications systems
- completing documentation related to work activities when using communications systems
- following communications security procedures
- identifying and using required communications technology
- implementing contingency plans
- modifying activities depending on differing operational contingencies, risk situations and environments
- monitoring communications equipment performance and taking appropriate action as required
- operating and adapting to differences in communications equipment in accordance with operating procedures
- planning, monitoring and prioritising work activities in terms of planned schedule, including predicting consequences and identifying improvements
- reading, interpreting and following communications systems instructions, procedures and relevant legislation
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- using communications equipment
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- communication techniques including barriers to effective communication and how to overcome them
- features of various communications systems
- minor routine maintenance procedures for communications equipment
- pre-operational checks for communications systems and equipment
- principles of effective communication
- procedures and protocols for using communications systems during an emergency
- protocols and procedures for communicating with others using relevant communications technology including public address (PA) systems
- relevant procedures and duty of care requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) responsibilities
- typical problems that may occur when using communications systems, and appropriate action and solutions.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE3002 Estimate/calculate mass, area and quantify dimensions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to estimate and calculate mass, area and quantify dimensions of loads in accordance with workplace requirements and relevant regulations, as part of work functions within the transport and logistics industry.

It includes estimating loads to be transported or placed in storage, estimating load limits of transport and/or storage systems, and organising a load.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Estimate loads for transport or storage**
 - 1.1 Order forms/work orders are read and requirements are noted
 - 1.2 Shape, balance characteristics, dimensions and mass of load/s are identified
 - 1.3 Area/volume required for storage is estimated
 - 1.4 Weights and volumes are totalled to calculate load requirements of transport or storage system
- 2 Estimate load limits of transport and/or storage**
 - 2.1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures
 - 2.2 Capacity of transport and storage systems in terms of mass, area and volume is calculated
- 3 Organise load**
 - 3.1 Load/s is restricted to allowable range
 - 3.2 Load/s is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems
 - 3.3 Appropriate workplace documentation is completed

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE3002A Estimate/calculate mass, area and quantify dimensions.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE3002 Estimate/calculate mass, area and quantify dimensions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others
- identifying, selecting and using relevant calculators, computing and office equipment
- interpreting and following operational instructions and prioritising work
- performing basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division
- reading and interpreting relevant instructions, procedures, information and labels
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Australian and international codes and regulations relevant to workplace activities
- documentation requirements for the workplace activities concerned
- focus of operation of work systems, equipment, management and site operating systems for transporting and/or storing goods and stock
- problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities, and appropriate action that can be taken to resolve these problems
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines

- workplace procedures and policies for estimating and/or calculating mass, area and volumes of loads, and transport and storage facilities, including the quantification of dimensions.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE3004 Prepare workplace documents

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and applicable regulations or codes, as part of work activities within the transport and logistics industry.

It includes planning and preparing simple workplace documents and gathering relevant information enabling the completion of a workplace form.

Work is performed under general supervision within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan workplace

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Purpose and audience for document are identified

document

- | | | |
|-------------------------------------|------------|--|
| | 1.2 | Appropriate format for document is established to meet workplace requirements |
| | 1.3 | Relevant information is identified and selected for inclusion in document |
| 2 Prepare workplace document | 2.1 | Document is drafted in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary appropriate for reader/s |
| | 2.2 | Document is edited and presented in a final version appropriate to task |
| 3 Complete workplace forms | 3.1 | Work related form/s is interpreted to identify information required for its completion |
| | 3.2 | Required information for completion of form is gathered from relevant sources in accordance with workplace procedures |
| | 3.3 | Form/s is completed in accordance with workplace policy and procedures, and applicable regulations and codes |

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 TLIE3004A Prepare workplace documents.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE3004 Prepare workplace documents

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing documentation related to work activities
- reading and interpreting relevant instructions, procedures, information and labels
- reading, writing and comprehending simple statements in English
- working collaboratively with others
- working systematically with required attention to detail.

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:

- conventions for sentence construction, grammar, spelling, style and punctuation
- equipment and materials required for completing documents and forms, and instructions and precautions for their use
- format and layout of various documents and forms used in workplace activities
- relevant Australian and international codes of practice and regulations relevant to documents and/or forms being prepared
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- workplace procedures and policies for completing documents/forms.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE4006 Collect, analyse and present workplace data and information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to collect, analyse and present workplace data and information as part of workplace operations.

It includes identifying required information, analysing and preparing information for use, explaining information and presenting workplace information to others.

Work is performed under general or limited supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Collect required data

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Purpose of data and information collection is confirmed

- and information**
- 1.2 Sources of data and information are established
 - 1.3 Appropriate data and information is identified
- 2 Prepare data and information for use**
- 2.1 Data and information is collated and analysed in accordance with workplace procedures
 - 2.2 Data and information are organised and presented in a logical manner
 - 2.3 Checks for accuracy are made
- 3 Explain information**
- 3.1 Data and information collection and analysis is explained to others in a way that effectively contributes to workplace operations
 - 3.2 Outcomes of data and information analysis are presented to others using appropriate presentation modes and resources
 - 3.3 Questions are answered and appropriate clarification is given
- 4 Present workplace information**
- 4.1 Information is processed and forwarded to appropriate personnel in accordance with workplace procedures
 - 4.2 Processed information is collated and stored 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE4006A Collect, analyse and present workplace data and information.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE4006 Collect, analyse and present workplace data and information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when collecting, analysing and presenting workplace data and information
- completing relevant documentation
- identifying and using required communications and presentation technology
- monitoring and prioritising work activities in terms of planned schedule
- planning own work including predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions and procedures
- working systematically with required attention to detail.

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:

- presentation and communication techniques including barriers to effective communication and how to overcome them
- principles of effective presentation and communication of information
- protocols and procedures for the collection, analysis and presentation of workplace data and information using relevant technology
- relevant procedures and duty of care requirements
- sources of data and information and procedures for processing the information for workplace use
- typical presentation and communications problems, and appropriate action and solutions.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIE4013 Apply workplace statistics

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply statistical data in the workplace. The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned.

It includes identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data. It includes applying established statistical principles for work outcomes within workplace operations.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures.

The unit generally applies to those with responsibility for resource coordination and allocation, and who lead individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

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 Identify situations where statistics are used in the workplace | <ul style="list-style-type: none">1.1 Types of statistical representations of data are identified1.2 Users of statistical data in the workplace are identified1.3 Statistical data representations are matched for appropriate workplace applications |
| 2 Collect numerical data | <ul style="list-style-type: none">2.1 Purpose of data collection is identified2.2 Sources of information are established2.3 Data collection methods are used2.4 Mathematical processes are used to arrange data2.5 Data collected is checked for accuracy2.6 Potential for inaccurate results arising from variables is estimated and outlined |
| 3 Process and present data | <ul style="list-style-type: none">3.1 Data collected is represented in graphs, tables, averages and percentages as required3.2 Spreadsheets and flowcharts are used to present data |
| 4 Interpret trends and patterns from numerical data | <ul style="list-style-type: none">4.1 Non-conforming results outside of predicted outcome/s are noted and reasons are identified4.2 Trends or patterns in data are noted4.3 Possible reasons for trends or patterns are generated4.4 Potential solutions are identified4.5 Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data |
| 5 Apply outcomes of statistical analysis to workplace operations | <ul style="list-style-type: none">5.1 Interpreted data is used to identify possible improvements in work processes and organisation5.2 Appropriate action is initiated to implement identified strategies for improving processes or work organisation in accordance with workplace procedures5.3 Improvements are statistically monitored and evaluated 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE4013A Apply workplace statistics.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE4013 Apply workplace statistics

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- interpreting data and providing appropriate, timely information on the outcomes of data analysis to appropriate personnel
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with workplace procedures
- selecting and appropriately applying technology, information systems and procedures to workplace tasks
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis
- customer and supplier contact and coordination
- operational recording, reporting and statistical analysis systems and resources
- relevant procedures and duty of care requirements
- resource availability including the processing capacity of equipment and software systems for statistical data analysis

- workplace business policies and plans including procedures for reporting performance
- workplace protocols and procedures for applying workplace statistics within work activities.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF0012 Implement and coordinate accident-emergency procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to implement and coordinate accident and emergency procedures in accordance with relevant regulations and workplace procedures.

It includes responding to the incident, coordinating on-site activities and completing follow-up actions.

Work is performed under some supervision generally within a team environment. It involves the application of basic emergency response principles when implementing accident and emergency response procedures and includes providing assistance ranging from simple injuries to applying life support systems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Respond to incident

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Details of incidents, accidents and emergencies are

- received, analysed and confirmed
- 1.2 Hazards are identified, risks assessed and control measures implemented
 - 1.3 Immediate coordination requirements are identified and actioned in accordance with organisation procedures
 - 1.4 Travel to incident site is undertaken by the shortest, fastest, legal means and routes
- 2 Coordinate on-site activities**
- 2.1 Control of site activities is assumed on arrival, and operator and other authorities present are informed of this action
 - 2.2 Assistance is provided to clients and operators within limitations of duty of care and organisational requirements
 - 2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, in accordance with organisational policies and procedures
 - 2.4 Assistance is provided to relevant authorities within legal and policy limitations
- 3 Complete follow-up actions**
- 3.1 Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with organisational policies and procedures
 - 3.2 Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons

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 TLIF4007 Implement and coordinate accident-emergency procedures.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF0012 Implement and coordinate accident-emergency procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others when implementing and coordinating accident and emergency response procedures
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- reading and interpreting relevant instructions, procedures, information and signs
- working collaboratively with others when implementing and coordinating accident and emergency procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- means to control and organise an accident scene, provide practical assistance and cooperate with others at the scene
- relevant work health safety (WHS)/occupational health and safety (OHS) and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies
- risks and hazards in the workplace and related precautions to control risk
- workplace procedures and policies for responding to accidents and emergencies.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF2012 Apply safe procedures when handling/transporting dangerous goods or explosives

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply safe handling strategies when handling/transporting dangerous goods or explosives.

It includes driving vehicle concerned in a safe manner and consulting with relevant authorities/persons in accordance with regulatory requirements.

Work must be carried out in accordance with relevant Australian and state/territory regulations and codes, including current:

- Australian Code for the Transport of Explosives by Road and Rail (AE Code)
- Australian Dangerous Goods (ADG) Code
- Code for the Safe Transport of Radioactive Material.

Work is performed under limited supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Operate equipment and/or vehicle in a safe manner

- 1.1 Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 1.2 Safety equipment is checked for serviceability and required quantities and types
- 1.3 Equipment/vehicle is operated safely in accordance with the relevant industry regulations, licence/permit requirements/or standards and as directed by police and/or competent authority
- 1.4 Safety guidelines and codes of practice are applied in accordance with workplace procedures
- 1.5 Dangerous goods/explosives/hazardous substances are handled/conveyed in accordance with relevant government regulations and current ADG Code
- 1.6 Relevant emergency procedures are assessed relative to the dangerous goods/explosives/hazardous substances concerned
- 1.7 Emergency procedures are instigated in accordance with current ADG Code, relevant codes of practice and government regulations, to ensure precautions are taken consistent with directions set out in emergency workplace procedures
- 1.8 Procedures are implemented to minimise damage to equipment, facilities and the environment, and to minimise injury to personnel

2 Consult with relevant authorities/persons

- 2.1 Dangerous goods occurrences are reported in specified timeframes to competent authority, fire brigade and/or police using appropriate workplace procedures, in accordance with relevant regulatory requirements
- 2.2 Assistance is provided to competent authority as requested
- 2.3 Other persons within affected emergency area are warned about hazard/s in accordance with workplace procedures as required

- 2.4 Documentation is completed and proofread 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIF2012A Apply safe procedures when handling/transporting dangerous goods or explosives.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF2012 Apply safe procedures when handling/transporting dangerous goods or explosives

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- communicating effectively with others
- completing relevant documentation
- handling/transporting dangerous goods/explosives/hazardous substances safely, in accordance with workplace procedures and regulatory requirements
- identifying characteristics and hazards of dangerous goods/explosives/hazardous substances being handled
- identifying, selecting and using appropriate handling/transportation equipment, vehicles, personal protection equipment and related procedures
- interpreting and following operational instructions and prioritising work
- interpreting relevant signs, placards, labels and codes
- locating, interpreting and applying relevant information
- modifying activities depending on operational contingencies, risk situations and environments
- operating and adapting to differences in handling and transportation equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and use required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards.

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:

- characteristics of various dangerous goods, explosives or hazardous substances and their implications for handling and transport
- company incident reporting system and employer responsibility to report incidents to relevant government authority
- compatibility of various types of dangerous goods, explosives or hazardous substances
- emergency management plan
- housekeeping standards and procedures
- relevant Australian and state/territory regulations and codes pertaining to identifying, handling and marking dangerous goods, explosives or hazardous substances including current ADG Code
- risks and hazards when handling and conveying dangerous goods, explosives or hazardous substances, and related precautions to control the risk
- site layout and obstacles
- WHS/OHS procedures and guidelines for lifting and movement of loads
- workplace procedures for handling and transporting dangerous goods, explosives or hazardous substances.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, current ADG/AE Code, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in

industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF2018 Operate firefighting equipment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate firefighting equipment. Work is undertaken in accordance with relevant codes of practice, manufacturer's instructions and workplace emergency procedures, as part of work activities within the transport and logistics industry.

It includes checking, identifying, selecting and using the appropriate firefighting equipment.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Check firefighting

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Firefighting equipment is checked for serviceability in accordance with manufacturer's specifications and regulatory

| | |
|-------------------------------------|--|
| equipment | requirements |
| | 1.2 Non-functioning equipment or equipment past its service date is identified and reported to designated personnel for replacement or service |
| 2 Use firefighting equipment | 2.1 Equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturer's instructions |
| | 2.2 Fire is controlled using firefighting equipment in accordance with manufacturer's instructions and workplace emergency procedures |
| | 2.3 Equipment is stored safely in accordance with manufacturer's instructions and 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIF2018A Operate firefighting equipment.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF2018 Operate firefighting equipment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when fighting fires using firefighting equipment
- identifying and correctly selecting, using and carrying out basic checks on firefighting equipment relevant to own work functions
- interpreting and following operational instructions and prioritising work
- monitoring performance of firefighting equipment and taking appropriate action
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in firefighting equipment and emergency procedures in the workplace
- reading and comprehending simple statements in English
- reading and interpreting instructions, procedures, regulations, signs and labels relevant to using firefighting equipment and applying them to work activities
- selecting and using required personal protective equipment conforming to industry, and work health and safety (WHS)/occupational health and safety (OHS) standards
- working safely and collaboratively with others when fighting fires using firefighting equipment
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Australian codes of practice, regulations and safeworking systems relevant using and checking firefighting equipment
- chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment firefighting techniques, agents and precautions applicable to different classes of fire
- different classes of fire, their characteristics and strategies, and equipment needed for their extinguishment
- fixed fire prevention and extinguishing installations and their principles of operation
- manufacturer's instructions for checking firefighting equipment
- relevant WHS/OHS and environmental protection procedures and guidelines
- types of firefighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and basic checking of serviceability
- typical problems that can occur with firefighting equipment and operations, and appropriate action and solutions
- workplace procedures and policies for using and checking firefighting equipment.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF3091 Apply awareness of dangerous goods and hazardous materials requirements

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to identify and apply an awareness of hazardous substances and dangerous goods requirements.

It includes identifying legislation relating to hazardous substances and dangerous goods, segregating dangerous goods and hazardous substances, and dealing with incidents involving hazardous substances and dangerous goods.

This unit is intended for people who have minimal or no contact with explosives or hazardous substances and dangerous goods as part of their job role but who require an awareness of how hazardous substances and dangerous goods are labelled and segregated when being transported.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

| | | | |
|----------|--|------------|---|
| 1 | Apply appropriate legislation for transporting dangerous goods and hazardous substances | 1.1 | Legislation and organisational policies and procedures for transporting hazardous substances and dangerous goods are identified and accessed |
| | | 1.2 | Labelling of different types of dangerous goods and hazardous substances is identified from accessed documentation |
| | | 1.3 | Hazardous loads are identified from transport manifests |
| 2 | Separate dangerous goods and hazardous substances | 2.1 | Hazardous substances and dangerous goods class and subsidiary risk information is identified |
| | | 2.2 | Hazardous substances and dangerous goods are correctly separated in accordance with relevant documentation, and class and subsidiary risk information as required |
| 3 | Deal with incidents involving dangerous goods and hazardous substances | 3.1 | Information is obtained about dangerous goods and hazardous substances involved |
| | | 3.2 | Hazards are identified, risks are assessed and risk control measures are implemented |
| | | 3.3 | Documentation is checked for compliance with separation rules, as required, in accordance with organisational procedures |
| | | 3.4 | Information about dangerous goods and hazardous substances is relayed to appropriate people and authorities |

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 TLIF3091A Apply awareness of dangerous goods and hazardous materials requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF3091 Apply awareness of dangerous goods and hazardous materials requirements

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating effectively with others
- checking relevant dangerous goods and hazardous substances documentation in accordance with operational procedures and instructions
- checking relevant dangerous goods and/or hazardous substances segregation in accordance with class and subsidiary risk information/documentation
- identifying dangerous goods and hazardous substance labels
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- identifying relevant safety data sheets (SDS)/material safety data sheets (MSDS), manufacturer instructions, and organisational policies and procedures for dangerous goods and/or hazardous substances
- reading and interpreting relevant instructions, procedures, information and signs.

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:

- labelling of dangerous goods and hazardous substances
- relevant national, state/territory regulations and codes of practice for identifying and labelling dangerous goods and hazardous substances, including appropriate sections of the current Australian Dangerous Goods (ADG) Code and other applicable legislation
- risks and hazards when transporting dangerous goods and hazardous substances.

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 must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, industry standards, codes of practice, current ADG Code and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF4014 Develop and maintain a safe workplace

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to develop and maintain a safe workplace in accordance with regulations.

It includes planning and implementing safety requirements; informing and training personnel on work health safety (WHS)/occupational health and safety (OHS) legislation, codes and standards; and establishing and maintaining procedures for assessing and controlling safety risks. It also includes monitoring, adjusting and reporting safety performance, and evaluating the WHS/OHS system and related policies, procedures and programs.

Work involves discretion and judgement in developing and maintaining a safe workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work.

Work generally involves responsibility for resource coordination and allocation, and provides leadership of others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety 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 Plan and implement safety requirements

- 1.1 Health and safety risk assessments are made as part of production planning exercises
- 1.2 Policy and procedures are developed to implement requirements for a safe workplace
- 1.3 Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards
- 1.4 Safe operating procedures are documented and communicated
- 1.5 Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments
- 1.6 Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities
- 1.7 Purchasing policy for providing goods and services is informed by WHS/OHS considerations

2 Inform and train personnel on WHS/OHS legislation, codes and standards

- 2.1 Legislation, standards and organisational policies and practices relevant to creating and maintaining a safe workplace and environment are made available to individuals/teams
- 2.2 Arrangements are made to provide information in a language, style and format that is understood by colleagues
- 2.3 WHS/OHS training program is developed and implemented to identify and fulfil employee WHS/OHS training needs as part of the organisational general training program
- 2.4 Individuals/teams are informed of their legal responsibility for maintaining a safe workplace and environment
- 2.5 Implications of an unsafe workplace and environment are made clear to all within the workplace

3 Establish and maintain

- 3.1 Safety risks presented by identified hazards are correctly

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| procedures for assessing and controlling safety risks | assessed in accordance with WHS/OHS legislation and codes of practice |
| | 3.2 Activities are monitored to ensure procedure is adopted effectively throughout area of managerial responsibility |
| | 3.3 Risk assessment is addressed at the planning, design and evaluation stages of any change within area of managerial responsibility to ensure risk is not increased |
| | 3.4 Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of controls, relevant WHS/OHS legislation, codes of practice and trends identified from the WHS/OHS records system |
| | 3.5 Activities are monitored to ensure risk control procedure is adopted effectively throughout area of managerial responsibility |
| | 3.6 Risk control is addressed at the planning, design and evaluation stages of any change within area of managerial responsibility to ensure adequate risk control measures are included |
| 4 Monitor, adjust and report safety performance | 4.1 Hazards are identified, assessed and prioritised for action |
| | 4.2 Controls are selected to minimise risks to health and safety |
| | 4.3 Waste recycling, reduction and disposal is carried out within legislative and organisational requirements |
| | 4.4 Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups |
| | 4.5 Individuals/teams are informed of improvements and alterations to WHS/OHS procedures in the workplace |
| | 4.6 Systems, records and reporting procedures are maintained according to legislative requirements |
| 5 Evaluate WHS/OHS system and related policies, procedures and programs | 5.1 Effectiveness of WHS/OHS system and related policies, procedures and programs is assessed in accordance with workplace WHS/OHS aims |
| | 5.2 Improvements to WHS/OHS system are developed and implemented to ensure more effective achievement |

workplace WHS/OHS aims and organisational policies and objectives

5.3 Inadequacies in existing risk control measures are identified in accordance with the hierarchy of controls, and resources enabling implementation of new control measures are sought and/or provided in accordance with appropriate procedures

6 Investigate and report non-conformance

6.1 Conformance with WHS/OHS legislation and codes of practice is assessed to ensure that as a minimum, legal WHS/OHS standards are maintained

6.2 Non-conformance is investigated and dealt with in accordance with legislative requirements

6.3 Colleagues are supported to acquire and apply competencies to meet legislative requirements and associated standards

6.4 Changes to operations and practices are implemented to ensure non-conformance is not repeated

7 Establish and maintain a WHS/OHS records system

7.1 WHS/OHS record requirements are confirmed to identify patterns of occupational injury and disease within area of managerial responsibility

7.2 WHS/OHS records system is set up to meet WHS/OHS record requirements

7.3 Employees are trained in the use of the WHS/OHS records system

7.4 Changes are made to the WHS/OHS records system to ensure effective achievement of workplace WHS/OHS aims

7.3 WHS/OHS records are used as the basis for developing and submitting relevant workplace WHS/OHS reports to management

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIF4014A Develop and maintain a safe workplace.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF4014 Develop and maintain a safe workplace

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- analysing the working environment to identify hazards, assess risks, implement control measures, and design and implement appropriate WHS/OHS management systems
- applying fatigue management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others when establishing a safe workplace
- completing relevant documentation when establishing a safe workplace
- designing and implementing appropriate WHS/OHS management systems
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocols
- planning work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, procedures, information, labels and signs
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- selecting and appropriately applying technology, information systems and procedures to improve WHS/OHS conformance, information systems and reporting requirements
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- working collaboratively with others when developing and maintaining a safe

workplace

- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- appropriate links to other management systems, for example contractors, maintenance and purchasing
- arrangements for participation and consultation over WHS/OHS
- considerations for choosing between different control measures
- elements of an effective WHS/OHS management system
- hazards and associated safety risks that exist in the workplace
- hierarchy of controls
- how to identify when expert advice is needed
- incident and accident investigation arrangements
- principles of risk management
- range of control measures available
- relevant WHS/OHS and environmental protection policies and procedures
- relevant regulatory and code requirements
- role of technical information and experts in designing risk control measures, monitoring systems and health surveillance procedures
- significance of other management systems and procedures for WHS/OHS
- systems of risk control, recognising the significance of WHS/OHS for effective workplace operation
- training, coaching and mentoring approaches appropriate for use in WHS/OHS training programs
- typical problems that can occur when managing WHS/OHS systems and related action that can be taken
- workplace business policies and plans related to WHS/OHS issues
- workplace protocols and procedures for managing personal work priorities and professional development.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIF4064 Manage fatigue management policy and procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to manage organisational fatigue management policy and procedures in accordance with relevant legislation and regulations.

It includes identifying legal requirements, liabilities and responsibilities for establishing and/or improving fatigue management implementation plans, policies and procedures. It also includes acting appropriately on reports and identified breaches of fatigue management regulations.

It also includes ensuring operational systems are compliant with fatigue management regulations and policy; planning and organising adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques.

Work is performed under minimum supervision generally as a manager.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Identify or confirm fatigue management legal requirements and responsibilities

1.1 Current legal requirements, liabilities and responsibilities for effective fatigue management within the organisation are identified and interpreted

1.2 Existing fatigue management plans, policies and procedures are obtained and reviewed

1.3 Internal risks concerning the potential effects of fatigue are identified or confirmed and reviewed

1.4 External risks within the organisational services and/or products supply chain concerning the potential effects of fatigue are identified or confirmed and reviewed in accordance with fatigue management regulations and the related chain of responsibility

2 Establish and improve fatigue management policy and procedures

2.1 Organisational fatigue risk management system implementation plan is developed or reviewed and improved

2.2 Organisational fatigue risk management policy and procedures are developed or reviewed and improved in conjunction with relevant personnel

2.3 Feedback is obtained on the implementation plan and related policies and procedures from key stakeholders internal and external to the organisation

2.4 Appropriate adjustments are made to the plan, policies and procedures based on the feedback received

2.5 Managerial approval for the fatigue risk management system implementation plan and related policies and procedures is obtained in accordance with organisational procedures

2.6 Fatigue risk management system implementation plan and the related policies and procedures are distributed and presented to relevant organisational personnel for implementation

3 Act upon reports on the implementation of fatigue management policy

3.1 Reports from designated personnel on the implementation of the organisational fatigue risk management system implementation plan and related policies and procedures are received and interpreted

3.2 Accidents and safety incidents are reviewed and/or investigated and analysed to identify the extent to which

fatigue might have been a contributing factor

3.3 Information provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented is analysed and an appropriate managerial response and related action is initiated

3.4 Opportunities for improvements to the organisational fatigue risk management system implementation plan and related policies and procedures are identified and appropriate action is taken to make the necessary adjustments

4 Act upon identified fatigue management regulations breaches

4.1 Identified or reported fatigue management policy breaches are investigated in accordance with organisational procedures and regulatory requirements

4.2 Action is taken to ensure internal and/or external personnel who may have contributed to any breach of fatigue management policy are provided with appropriate feedback and information to avoid recurrence of the breakdown in planned fatigue management processes

4.3 Where organisational procedures or culture is found to have contributed to a breach in fatigue management policy, appropriate action is taken to improve procedures or to address the culture in ways that aim to avoid a recurrence of the breakdown in planned fatigue management processes

4.4 Report on breaches of fatigue management policy is prepared and submitted to designated personnel with details of action taken to prevent a recurrence, in accordance with organisational procedures

5 Ensure that operations systems are compliant with fatigue management regulations and policy

5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organisational fatigue management regulations and policy

5.2 Where necessary, changes are made to operations systems and standard operating procedures to ensure that they are compliant

5.3 In accordance with the chain of responsibility principles, appropriate discussions are held with relevant personnel in supplier or subcontractor companies in the organisational supply chain to ensure their operational systems and standard operating procedures are compliant with the fatigue management regulations and policy

- 6 Plan and organise adequate resources and operational systems**
- 6.1 Organisational budgets and resource allocation strategies are planned to provide adequate resources for the implementation of the organisational fatigue risk management system
 - 6.2 Periodic reviews are undertaken of budgetary and resource allocation arrangements as they relate to implementing the organisational fatigue risk management systems and appropriate improvements are made as required
- 7 Facilitate the training and assessment of staff on fatigue management policy and procedures**
- 7.1 Organisational training systems are planned to provide competency-based on-the-job and off-the-job training and assessment opportunities as detailed in the organisational strategic plan
 - 7.2 Team leaders, supervisory and training staff are provided with adequate opportunities to develop the required expertise to contribute to the organisational fatigue management training and assessment activities
 - 7.3 Periodic reviews are undertaken of fatigue management training systems and appropriate improvements are made as required

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIF4064A Manage fatigue management policy and procedures.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIF4064 Manage fatigue management policy and procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 changes in legislation and regulations as they relate to fatigue management
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when implementing the organisational fatigue risk management system
- facilitating systems that assist employees to identify their own learning needs about fatigue management
- modifying activities and taking appropriate initiative to manage the implementation of an organisational fatigue risk management system depending on differing contexts, risk situations and environments
- organising audits and reviews of an organisation's fatigue risk management system
- planning and organising budgetary requirements and resource allocation for implementing an organisational fatigue risk management system
- reading and interpreting documentation on fatigue management legislation and the organisational fatigue risk management system and applying them to management activities
- recognising breaches of fatigue management strategies and regulations and taking appropriate action in accordance with the organisational fatigue risk management system.

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:

- budgetary and resource requirements for implementing an organisational fatigue risk management system
- causes and effects of fatigue on employees
- components of a fatigue risk management system, and policies and procedures related to fatigue management, and the control of factors that can contribute to fatigue and

fatigue-related accidents

- factors that increase fatigue-related errors and accidents
- fatigue reduction and proofing strategies available to an organisation that can minimise the risk of errors and safety incidents due to fatigue such as assigning low risk tasks to periods when fatigue risk is higher
- how fatigue affects workplace performance
- how fatigue contributes to workplace accidents
- lifestyles that promote the effective long-term management of fatigue
- options and resources for providing training and learning opportunities for employees about fatigue management and implementing an organisational fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management
- procedures for auditing and reviewing an organisational fatigue risk management system and related policies and procedures, and for reporting audit outcomes
- processes and resources for assessing employee fatigue management competence
- relevant legislation, regulations, permit and licence requirements related to fatigue management
- relevant work health and safety (WHS)/occupational health and safety (OHS) regulations as they relate to fatigue
- responsibilities of an organisation and individual employees for implementing fatigue management regulations and policies, including requirements agreed with suppliers and sub-contractors in the supply chain about organisational services and products
- risks and hazards created by workplace fatigue
- sources of information on fatigue
- strategies and ways to manage fatigue
- strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor
- systems for auditing the effectiveness and efficacy of organisational fatigue risk management strategies, policies and procedures
- ways of recognising fatigue.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational

situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIG3002 Lead a work team or group

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to lead a work team or group in accordance with workplace procedures and relevant regulations.

It includes participating in work team/group planning, managing and developing work team/group performance, participating in and facilitating a work team/group achieve workplace tasks, as well as documenting and reviewing work team/group performance.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures when leading a work team or group.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Participate in work team/group planning**
 - 1.1 Requirements of a team/group task are identified and clarified in conjunction with team/group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements
 - 1.2 Hazards are identified, risks are assessed and control measures are implemented
 - 1.3 Task is interpreted and relevant steps are identified in conjunction with team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements
 - 1.4 Steps are planned in conjunction with other personnel to allow achievement of practical outcomes in accordance with enterprise and/or manufacturer procedures
- 2 Manage and develop work team/group performance**
 - 2.1 Task activities are assigned to team/group members based on competence, expertise and availability
 - 2.2 Team/group members are advised about symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other work health and safety (WHS)/occupational health and safety (OHS) policies
 - 2.3 Performance measures and requirements are agreed with team/group members in accordance with enterprise procedures
- 3 Participate in and facilitate work team/group achieve tasks**
 - 3.1 Work activity is organised and carried out with team/group members and other personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks
 - 3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility
- 4 Document and review work team/group tasks**
 - 4.1 Necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer and enterprise requirements
 - 4.2 Outcomes of team/group task activities are compared with planned objectives, task instructions and specifications to ensure all requirements have been met

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIG3002A Lead a work team or group.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIG3002 Lead a work team or group

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and recommending improvements to services, resource allocation and use
- leading and encouraging team members
- modifying team activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising team activities in terms of planned schedule
- negotiating and working effectively with team members
- operating electronic communications equipment to required protocol
- planning team activities, including predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks.

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:

- coaching and mentoring approaches
- principles, duty of care and obligations within the chain of responsibility in the transport industry
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- relevant regulatory and codes of practice requirements
- strategies to implement continuous improvement processes
- techniques to encourage appropriate participation of team/group members
- typical problems that can occur when leading a work team and related appropriate action that can be taken
- workplace policies and plans including procedures for training and development
- workplace protocols and procedures for leading work teams.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIG4006 Facilitate work teams

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to lead and facilitate work teams. Work involves facilitating and encouraging the work of work teams/groups, and providing leadership to others in establishing and achieving team objectives.

It includes participating and providing leadership in team planning, developing team commitment and cooperation, and managing and developing team performance.

Work is performed under minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in facilitating work teams or groups.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Participate in team

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Clearly defined team goals, purpose, roles, responsibilities and accountabilities are established in consultation with team, in

- planning** accordance with organisational goals and objectives
- 1.2 Team performance plan is developed in consultation with team, in accordance with organisational business plan, policies and practices
 - 1.3 Processes to monitor and adjust team performance are developed and agreed to in consultation with team, in accordance with continuous improvement policies
 - 1.4 Benefits of team diversity membership are articulated by team and included in team plans
- 2 Develop team commitment and cooperation**
- 2.1 Open communication processes are used by team to obtain and share information
 - 2.2 Team is encouraged to show and exploit innovation and initiative
 - 2.3 Support is provided to team to develop mutual concern and camaraderie
- 3 Manage and develop team performance**
- 3.1 Team is supported in making decisions within agreed roles and responsibilities
 - 3.2 Results achieved by team contribute positively to the organisation business plans
 - 3.3 Team and individual competencies are monitored regularly to confirm that team is able to achieve goals
 - 3.4 Mentoring and coaching opportunities are provided to team members to enhance personal and collective knowledge and skills
 - 3.5 Delegates performance is monitored to confirm they have completed the relevant delegation/assignment
- 4 Encourage and facilitate the work of teams**
- 4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes
 - 4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions
 - 4.3 Team is supported to identify and resolve problems that impede performance

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIG4006A Facilitate work teams.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIG4006 Facilitate work teams

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when facilitating the operation of work teams
- completing relevant documentation
- identifying improvements to services, resource allocation and use
- leading and encouraging others
- monitoring and prioritising work activities in terms of planned schedule
- negotiating and working effectively with others
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- coaching and mentoring approaches to support team members to share knowledge and skills
- mechanisms to encourage team decision making, and to reward and support team achievement
- principles, duty of care and obligations within the chain of responsibility in the transport industry
- relevant regulatory and code requirements

- strategies to implement continuous improvement processes
- typical problems that can occur when facilitating work teams, and related appropriate action that can be taken
- workplace policies and plans including procedures for training and assessment
- workplace protocols and procedures for facilitating work teams.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLII1002 Apply customer service skills

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply routine customer service skills in accordance with workplace standards and procedures.

It includes dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

It involves implementing customer service principles and procedures in day-to-day interactions with internal and external customers as part of workplace operations.

Work is performed under supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Deal with customer inquiries

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Customer inquiries are responded to courteously and efficiently by phone and face-to-face

- 1.2 Questions are used to clarify customer needs or concerns
 - 1.3 Assistance from other staff is sought when customer inquiries cannot be fully answered
 - 1.4 Product, service and/or operational knowledge is used to answer customer queries or to respond to customer needs
 - 1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
- 2 Monitor customer satisfaction**
- 2.1 Customer is greeted cordially in accordance with workplace procedures
 - 2.2 Customer requirements are dealt with according to workplace procedures
 - 2.3 Special needs are addressed in accordance with workplace policies
 - 2.4 Appropriate feedback is provided to managers and internal and/or external customers

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII1002A Apply customer service skills.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII1002 Apply customer service skills

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when providing customer service, including using appropriate telephone techniques
- completing documentation related to providing customer service
- handling customer queries and complaints effectively
- interpreting and following operational instructions and prioritising work
- reporting and/or rectifying identified problems effectively, in accordance with regulatory requirements and workplace procedures
- reading and interpreting instructions, procedures, information and labels relevant to providing customer service
- working collaboratively with others to:
 - provide quality customer service
 - identify, define and solve problems
- working systematically with required attention to detail
- 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:

- customer service policies and procedures
- products and/or services provided by the workplace
- relevant duty of care responsibilities
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations

- sources of information and documentation needed for workplace operations
- types of operations carried out in the workplace
- workplace procedures relevant to work activities.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLI3020 Provide assistance to customers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to assist customers, in accordance with legislative and regulatory requirements.

It includes establishing contact with customers, identifying customer needs and providing appropriate support to customers during their journey.

Work is performed with limited or minimum supervision. It involves providing assistance to customers requiring assistance during their journey.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes. Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Establish contact with

1.1 Customers are acknowledged and greeted in a professional, courteous and concise manner in

customers

accordance with organisational requirements

- 1.2 Personal dress and presentation is maintained in accordance with organisational requirements
- 1.3 Communication involving appropriate interpersonal skills to facilitate accurate and relevant exchange of information is used
- 1.4 Sensitivity to customer specific needs, and cultural and individual differences is maintained
- 1.5 Genuine interest in customer needs is displayed

2 Identify customer needs

- 2.1 Appropriate questioning and active listening are used to determine customer needs
- 2.2 Urgency of customer needs is assessed to identify priorities for service delivery
- 2.3 Appropriate customer service for specific customer need is identified

3 Deliver service to customers

- 3.1 Identified service that meets identified customer need is promptly provided in accordance with organisational requirements
- 3.2 Customer communications are conducted in a clear, concise and courteous manner
- 3.3 Customer inquiries are dealt with courteously and efficiently
- 3.4 Questions are used to clarify customer needs or concerns
- 3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customer needs
- 3.6 Customer is directed to or assistance from other staff is sought, when a customer inquiry cannot be fully answered
- 3.7 Opportunities to enhance quality of service and products are identified and action is taken to improve service whenever possible
- 3.8 Information about problems and delays is provided and follow up is made within appropriate timeframes as required

- 3.9 Customer inquiries and associated action/s are recorded and/or reported as required in accordance with workplace procedures
- 4 Prepare for passengers with specific needs**
- 4.1 Vigilance is maintained for passengers with specific needs/disabilities on arrival
- 4.2 Hazards are identified, risks are assessed and risk control measures are implemented
- 4.3 Actions to assist customers with specific needs/disabilities are identified in accordance with workplace procedures and/or requirements
- 5 Provide assistance to customers with specific needs**
- 5.1 Ancillary equipment is accessed for passengers with wheelchairs/prams as required
- 5.2 Customers with assistance dogs are observed and assisted as required
- 5.3 Customers with other specific needs are observed and assisted as required
- 5.4 Customers are assisted in a courteous manner, sensitive to their needs
- 5.5 Ongoing support and/or vigilance is provided to customers with specific needs to maximise their travelling safety and comfort
- 5.6 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations
- 6 Communicate regarding customers with specific needs**
- 6.1 Other personnel are informed when assisting customers with specific needs may cause delays to services
- 6.2 Other personnel are informed about the presence of customers with specific needs as required

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII3020A Provide assistance to customers with and without special needs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII3020 Provide assistance to customers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with operating procedures
- communicating and interacting effectively
- completing relevant documentation
- identifying delays that may occur and the correct procedures for dealing with them
- identifying different categories of specific need
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- identifying types of inquiries that are likely to be made and providing appropriate responses
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- using ancillary equipment
- using ancillary equipment correctly to assist customers with specific needs
- working collaboratively with others.

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:

- ancillary equipment and procedures for operating/using ancillary equipment
- availability and types of alternative service/s for customers with specific needs
- relevant legislation, regulations and organisational policies and procedures
- service timetables and schedule information.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLII4001 Coordinate quality customer service

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to coordinate quality customer service in accordance with relevant regulations.

It includes planning to meet internal and external customer requirements, ensuring the delivery of quality service and monitoring, adjusting and reporting customer service.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan to meet internal and external customer

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Needs of customers are researched, assessed, confirmed and taken into account when planning organisational

| requirements | products and services |
|--|---|
| | 1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers |
| 2 Ensure delivery of quality service | 2.1 Quality, safety, resource and delivery standards are consistently met through individual/team performance |
| | 2.2 Coaching and mentoring is used to assist colleagues overcome difficulty in meeting customer service standards |
| | 2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards |
| 3 Monitor, adjust and report customer service | 3.1 Organisational systems are used to monitor progress in achieving product/service targets and standards |
| | 3.2 Customer feedback is sought and used to improve the provision of products/services |
| | 3.3 Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups |
| | 3.4 Adjustments/recommendations are made to products/services as required |
| | 3.5 Those who have a role in product/service planning and delivery are informed of changes |
| | 3.6 Records, reports and recommendations are managed in accordance with organisational systems and processes |

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII4001A Coordinate quality customer service.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII4001 Coordinate quality customer service

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant agreements, codes of practice or other legislative requirements to work processes
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when coordinating quality customer service
- completing relevant documentation
- identifying and correctly using equipment, processes and procedures
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- customer and market characteristics
- relevant Australian and state/territory standards, regulations and codes of practice
- requirements of workplace systems, operations and relevant equipment
- risks involved in workplace operations and related precautions to control risk

- role of customer service in company profitability
- workplace procedures and policies for coordinating quality customer service in workplace operations.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLII4005 Market services and products to clients

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to market services and products to clients.

It includes recognising and acting on opportunities to promote products and services, establishing and maintaining contact with clients as well as negotiating and closing sales, in accordance with statutory retail practice and workplace procedures.

Work involves discretion and judgement for self and others. It is performed under minimum supervision with general guidance on progress and outcomes.

Work involves responsibility for marketing services and products to clients and for leading individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Recognise opportunities to promote products and services**
 - 1.1 Products and services available for on-selling from the enterprise are identified
 - 1.2 Technical specifications and application/s of products and services are identified
 - 1.3 Applicability of products and/or services are matched to particular clients or client groups
 - 1.4 Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements
 - 1.5 Clients are referred to expert personnel or services as required
- 2 Establish and maintain contact with clients**
 - 2.1 Communication with clients is established and maintained to develop a professional relationship
 - 2.2 Clients are informed of the full range of business products
 - 2.3 Follow-up contacts with clients are made on client request and in accordance with enterprise policy
- 3 Negotiate sales**
 - 3.1 Potential sales opportunities are recognised and acted on
 - 3.2 Enterprise professional standards and client satisfaction are maintained in negotiations with clients
- 4 Close sales**
 - 4.1 Agreement documentation is completed in accordance with enterprise policy, incorporating any special requirements
 - 4.2 Contact with customers is maintained until sale is completed
 - 4.3 After-sales service is provided in accordance with enterprise procedures and statutory 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII4005A Market services and products to clients.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII4005 Market services and products to clients

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- identifying improvements to services, resource allocation and use
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- negotiating and working effectively with others
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocol
- planning work activities, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures, information and signs
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- operational marketing systems and resources
- relevant regulatory requirements
- relevant workplace business marketing policies and practices, including requirements for

maintaining security and confidentiality

- strategies to implement continuous improvement processes
- typical problems that can occur and related appropriate action that can be taken
- workplace protocols and procedures for marketing services and products to clients.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIJ2001 Apply quality procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply quality procedures within work activities and established routine procedures in accordance with relevant regulations and workplace quality standards, to ensure the quality of products and services within the transport and logistics industry.

It includes applying quality concepts, planning and trialling improvements in work processes, and implementing improvements confirmed through the trials.

Work is performed under limited or minimum supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Apply quality concepts

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal

- customer needs
- 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures
 - 1.3 Basic quality concepts are applied to work activities
- 2 Trial improvements**
- 2.1 Improvements to work processes are planned and trialed
 - 2.2 Trials of improvements to work processes are checked for expected outcomes and compliance with workplace requirements
- 3 Implement improvements**
- 3.1 Improvement initiatives trialed and confirmed as successful are implemented in accordance with enterprise procedures
 - 3.2 Work is completed in accordance with workplace policies and 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ2001A Apply quality procedures.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIJ2001 Apply quality procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when applying quality procedures and standards
- identifying and using equipment, processes and procedures required within the context of the job
- modifying quality assurance activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of quality procedures and standards, and taking appropriate action as required
- reading, interpreting and following instructions and information relevant to quality procedures and standards
- reporting and/or rectifying identified quality-related problems promptly, in accordance with workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- focus of operation of work systems, equipment or management, site and organisational operating procedures
- housekeeping standards and procedures
- impact of job on enterprise and individual performance
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- typical quality-related problems that may arise in work operations and products, and

related options for action and solutions

- workplace or site layout
- workplace quality assurance and improvement principles and procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIJ3002 Apply quality systems

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply quality systems in workplace operations in accordance with relevant regulations and workplace quality standards within the transport and logistics industry.

It includes working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Work within a quality improvement system

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system

- 1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures
- 2 Use quality improvement systems, tools and techniques**
- 2.1 Variations from required standards in the quality of services and/or products are detected and reported in accordance with workplace procedures
 - 2.2 Quality of operations/service is monitored and adjusted as required to ensure internal and external customer satisfaction
 - 2.3 Quality improvement tools and techniques are used individually and as part of a work team to systematically improve the quality of work, services and/or products

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ3002A Apply quality systems.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIJ3002 Apply quality systems

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when applying and implementing quality systems
- completing relevant documentation
- identifying and using equipment, processes and procedures required within the context of the job concerned
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in relation to quality system standards and processes
- operating and adapting to differences in equipment in accordance with standard operating procedures
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems, in accordance with regulatory requirements and workplace procedures
- selecting and using quality improvement tools and methods
- working collaboratively with others when applying and implementing quality systems
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- operational work systems, equipment or management, site and organisational operating procedures
- housekeeping standards and procedures
- impact of job on enterprise and individual performance
- quality improvement tools and methods
- typical quality-related problems that may arise in work operations and products, and related options for action and solutions
- workplace or site layout
- workplace quality assurance and improvement principles and procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIJ5007 Conduct internal quality audits

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to conduct internal quality audits in accordance with relevant regulatory requirements, standards and codes of practice, including the Australian Dangerous Goods (ADG) Code and workplace procedures.

It includes preparing and scheduling for an internal audit, conducting an audit, documenting findings and reporting audit results, in accordance with workplace requirements.

Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

The unit generally applies to those with responsibility for resource coordination and allocation, and who lead individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Prepare for internal audit

- 1.1 Benchmarks for the quality audit are established/identified
- 1.2 Procedures required to be audited are identified and implications of non-conformance are estimated
- 1.3 Technical and/or calibration requirements for audits are noted as required and appropriate support personnel are identified
- 1.4 Production schedules are examined to identify appropriate audit schedule

2 Schedule internal audit

- 2.1 Audit timings are planned to ensure relevant procedures are conducted within workplace agreed time intervals and timeframes
- 2.2 Audit frequency is adjusted based on importance of activities to the business unit, process or workplace changes or customer feedback
- 2.3 Contact is made with appropriate personnel and relevant audit appointments are made

3 Conduct audit and document findings

- 3.1 Methods for conducting the audit are established and confirmed
- 3.2 Observations and interviews are conducted with required approved third party as required
- 3.3 Documentation of observations and interview responses is completed

4 Report audit results

- 4.1 Audit results are discussed with personnel associated with the procedures or standards audit
- 4.2 Compliances noted are indicated in audit reports
- 4.3 Location, relevant standard or procedure, and supporting evidence are indicated in non-compliance reports

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ5007A Conduct internal quality audits.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIJ5007 Conduct internal quality audits

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- conducting an internal audit in the workplace
- interpreting and following operational instructions and prioritising work
- leading others
- modifying activities to cater for variations in workplace contexts and environment
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- planning and organising activities
- reading and interpreting relevant instructions, procedures, information and signs
- selecting and applying appropriate technology, information systems and procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of current competencies within functional activity
- application of relevant Australian Standards and certification requirements
- coaching and mentoring approaches to support team members to share knowledge and skills
- enterprise business policies and plans including procedures for identifying non-compliance and best practice
- equipment applications, capacities, configurations, safety hazards and control mechanisms
- operational work systems, resources, management and workplace operating systems
- problems that may occur and action that can be taken to resolve or report these problems
- quality procedures and implementation strategies
- relevant regulations, codes of practice and legislative requirements including the Australian Dangerous Goods (ADG) Code
- relevant workplace documentation procedures
- resource availability including the competencies of individuals in the team/group
- workplace procedures for conducting internal quality audits.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIK0003 Perform electronic data interchange to transmit documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit documentation.

It includes identifying and establishing document purpose and information sources, compiling data files as well as transmitting and receiving documentation.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

K – Technology

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify and establish document purpose and information

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Purpose of task is identified and appropriate document templates are accessed

1.2 Relevant sources of data are accessed in accordance with task requirements

- sources**
- 1.3** Existing data files are identified and updated
 - 1.4** Stored data regarding applicable regulations, client instructions, protocols or procedures are selected and combined correctly for the task
- 2 Compile data files**
- 2.1** Files are created or updated in accordance to required format and layout
 - 2.2** Data is accurately entered consistent with required purpose and in accordance with regulatory and workplace requirements
 - 2.3** Discrepancies in documentation are identified and appropriate action is undertaken in accordance with workplace procedures
 - 2.4** Files created or updated are saved and stored in accordance with workplace and regulatory requirements
- 3 Transmit data**
- 3.1** Data destinations are correctly identified and selected
 - 3.2** Destinations are checked for readiness to receive transmission
 - 3.3** Security arrangements for data exchange are undertaken in accordance with workplace procedures
 - 3.4** Documents are transmitted, componentry is used in accordance with workplace procedures and all information is correctly downloaded
 - 3.5** Action is undertaken within scope of authority to rectify identified transmission faults
 - 3.6** Data is printed and filed, stored and forwarded in accordance with workplace procedures
- 4 Receive documentation**
- 4.1** Infotechnology devices are checked for readiness to receive downloaded data
 - 4.2** Received data is printed and checked for accuracy
 - 4.3** Action is undertaken within scope of authority to rectify transmission faults
 - 4.4** Documents are printed, as required, and filed, stored or forwarded 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.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIK2007 Perform electronic data interchange to transmit shipping documentation.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIK0003 Perform electronic data interchange to transmit documentation

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- adapting to differences in electronic data interchange (EDI) equipment in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- communicating and working effectively with others when preparing EDI to transmit documentation
- completing documentation related to work activities
- identifying and using equipment, software, processes and procedures relevant to the job context
- interpreting and following instructions, procedures, information and manuals relevant to the use of information technology to transmit documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with regulatory requirements and workplace procedures
- using EDI to transmit documentation to required protocol
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- equipment applications, capacities, configurations, safety hazards and control mechanisms
- housekeeping standards and procedures
- potential problems with performing EDI to transmit documentation and appropriate solutions
- relevant agreements, codes of practice or other legislative requirements, including local and international freight regulations
- workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIK2003 Apply keyboard skills

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Performance Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard. Work involves applying routine procedures when using computers for information management within the transport and logistics industry.

It includes applying work health and safety (WHS)/occupational health and safety (OHS) principles to keyboard operations and accurately entering data.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

K – Technology

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Apply WHS/OHS principles**
 - 1.1** Information on WHS/OHS requirements when using keyboard/keypad devices is accessed and interpreted
 - 1.2** Posture and ergonomic settings of chair and workstation are adjusted following WHS/OHS guidelines
 - 1.3** WHS/OHS guidelines on rest periods and exercise are followed when using computer keyboards, calculators or other data entry devices
- 2 Enter data**
 - 2.1** Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks
 - 2.2** Entered information is checked and corrected using a keyboard or keypad

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIK2003A Apply keyboard skills.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIK2003 Apply keyboard skills

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Performance Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required actions to minimise, control or eliminate hazards that exist when using keyboards to enter data
- applying relevant workplace procedures
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- operating and adapting to differences in keyboards, software and computer equipment in accordance with operating procedures
- operating electronic infotechnology and computer equipment to required protocol
- reading and interpreting instructions, procedures, information and manuals relevant to using keyboards to enter data
- working systematically with required attention to detail without injury to self.

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:

- procedures for the use of keyboards and computer equipment in the workplace
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and workstation, and the use of rest periods and exercise
- typical problems that can occur when using keyboards to enter data and related appropriate action that can be taken to prevent or solve these problems
- WHS/OHS hazards and risks when using computer equipment for work tasks, and ways of controlling the risks involved.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIK2010 Use infotechnology devices in the workplace

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to use infotechnology devices in the workplace in accordance with the relevant work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace procedures, within the transport and logistics industry.

It includes identifying infotechnology equipment and systems; setting up, using and shutting down computer-based equipment and systems; and inputting, storing and presenting files/data. It also involves implementing workplace procedures for managing and securing data.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

K – Technology

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Identify infotechnology systems**
 - 1.1 Types of infotechnology equipment used in the work area are identified
 - 1.2 Functions of equipment, component parts and accessories are identified
 - 1.3 Applications for workplace activities of different infotechnology equipment and systems are interpreted
 - 1.4 Routine faults in operating systems, software applications and operator errors are identified
 - 1.5 Sources of information on rectifying/reporting faults with operating equipment, systems and application are identified
- 2 Access and operate computer-based equipment and systems**
 - 2.1 Work environments and equipment are adjusted to meet ergonomic requirements and workplace policies and procedures
 - 2.2 Systems are accessed and checked, as required, for viruses
 - 2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturer guidelines
 - 2.4 Infotechnology equipment and software operating manuals and/or help screens are used to inform work practices
 - 2.5 Required application software packages and accessories are selected and accessed
 - 2.6 Required file and/or data to be accessed is identified
 - 2.7 Files/data are filed in accordance with workplace procedures
 - 2.8 Shut-down procedures for files, applications and equipment are followed
- 3 Input, store and present files/data**
 - 3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader, touch screen or other system
 - 3.2 Accurate input is confirmed
 - 3.3 Files are accessed in accordance with workplace

- procedures
- 3.4 Data is manipulated to suit work requirements and is checked for accuracy
 - 3.5 Saved files are accessed through relevant directories
 - 3.6 Information and disk/s are stored, as required
 - 3.7 Information is presented using computerised projection facilities as required
- 4 Implement workplace procedures for managing and securing data**
- 4.1 Security procedures are followed in accordance with workplace procedures
 - 4.2 Precautions against the loss or corruption of data are followed 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIK2010A Use infotechnology devices in the workplace.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIK2010 Use infotechnology devices in the workplace

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- accessing and/or completing electronic documentation through the use of infotechnology devices in the workplace
- adapting to differences in software and hardware equipment in accordance with operating procedures
- applying precautions and required action to minimise, control or eliminate hazards that may exist when using infotechnology devices in the workplace
- applying relevant legislation and workplace procedures
- identifying and using computer equipment, software, processes and procedures required within the job context
- identifying fault-finding procedures
- implementing contingency plans when using infotechnology devices in the workplace including using security and backup software and procedures
- modifying activities depending on operational contingencies, risk situations and environments
- operating infotechnology devices used within the workplace in accordance with operational requirements
- reading and interpreting instructions, procedures, information, operational instructions and manuals relevant to using infotechnology devices in the workplace
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines for using computer equipment in the workplace
- typical problems that can occur when using infotechnology devices and computer applications in the workplace and related appropriate action that can be taken to prevent or solve these problems
- WHS/OHS risks and hazards when using computer equipment for work tasks, and ways of controlling these risks/hazards
- workplace procedures for using computer equipment and application software appropriate for work role.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL2008 Complete routine administrative tasks

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to complete routine administrative activities within the transport and logistics industry, in accordance with relevant regulations and workplace procedures.

It includes receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Work is performed under supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Receive and distribute incoming mail

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Incoming mail is checked and registered to ensure accuracy of records

- 1.2 Urgent and confidential mail is identified and distributed promptly to addressee
 - 1.3 Mail is sorted and despatched to nominated person/location
 - 1.4 Damaged, suspicious or missing items are recorded and reported as required, in accordance with workplace procedures
- 2 Receive and despatch outgoing mail**
- 2.1 Outgoing mail is collected from organisational sections, checked and sorted to ensure all items are correctly prepared for despatch
 - 2.2 Mail items are collated, recorded in the register as required and correctly despatched to meet designated timelines
- 3 File documents**
- 3.1 Documents are classified, sorted and filed in accordance with workplace procedures
 - 3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures
 - 3.3 Documents are identified and retrieved
 - 3.4 Specified files/records are located within designated timelines
 - 3.5 Located files are extracted from system and despatched to nominated person
 - 3.6 Security and confidentiality procedures are followed
- 4 Receive and relay written and oral messages**
- 4.1 Messages are received and accurately recorded
 - 4.2 Areas of uncertainty are clarified with message conveyor where feasible
 - 4.3 Messages are relayed to nominated person within designated timelines

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL2008A Complete routine administrative tasks.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL2008 Complete routine administrative tasks

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating and working effectively with others when completing routine administrative tasks
- completing documentation related to routine administrative tasks
- handling mail and messages in accordance with workplace procedures
- interpreting and following operational instructions and applying relevant legislation and workplace procedures
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- equipment, methods and strategies used in routine workplace administrative operations
- hazards in routine workplace administrative operations and related precautions to control risks
- housekeeping standards and procedures
- requirements of work systems operations and relevant equipment
- typical problems that can occur when completing routine workplace administrative tasks and appropriate action that can be taken to prevent or solve these problems

- work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines relevant to administrative operations
- workplace procedures and policies for completing routine administrative tasks.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL2031 Monitor and process attendance records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements as part of work activities undertaken in the transport and logistics industry.

It includes monitoring attendance records as well as checking and processing attendance information.

Work is performed individually but the ability to work within a team environment may also be required.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Monitor attendance records

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis

- 1.2 Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded
 - 1.3 Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised
 - 1.4 Unauthorised absences are notified to appropriate personnel in a timely way to ensure follow-up action is initiated
 - 1.5 Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained
- 2 Process attendance records**
- 2.1 Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action
 - 2.2 Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes
 - 2.3 Employee record cards or other identification system requirements are checked and redistributed in a timely way

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL2031A Monitor and process attendance records.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL2031 Monitor and process attendance records

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying conditions of employment and industrial agreements and awards
- applying relevant legislation and workplace procedures
- checking, monitoring and processing attendance records as per workplace procedures
- communicating and working effectively with others when monitoring and processing attendance records
- completing documentation related to work activities
- conducting simple calculations when monitoring and processing attendance records
- modifying activities depending on operational contingencies and environments
- operating electronic communication equipment to required protocol
- reading and interpreting instructions, procedures and information relevant to work activities
- reporting identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant computer, communications and office equipment required to monitor and process attendance records
- working systematically with required attention to detail.

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:

- documentation and reporting requirements for monitoring and processing attendance records including computer-based personnel recording systems
- elements of human resources systems relevant to monitoring and processing attendance records including: workplace timekeeping practices, conditions of employment, labour/costing practices, industrial agreements and awards, auditing requirements, payroll practices and procedures, personnel records requirements, and computer-based personnel recording systems
- focus of operation of work systems, equipment, management and site operating systems for monitoring and processing attendance records
- problems that may occur when monitoring and processing attendance records and appropriate action that can be taken to resolve these problems
- regulations and codes of practice relevant to monitoring and processing attendance records
- workplace procedures and policies for monitoring and processing attendance records.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL4005 Apply conflict/grievance resolution strategies

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply conflict or grievance resolution strategies to resolve issues that may occur in the course of work.

It includes identifying potential conflict situations, implementing appropriate conflict resolution strategies and using effective interpersonal skills.

Work is performed under minimum supervision with general guidance on progress and outcomes. Work involves discretion and judgement for self and others when managing and resolving conflict or grievances internal and external to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify potential conflict situations

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Signs and stages of conflict or grievance are recognised

1.2 Possible causes of conflict or grievance are identified

- 2 Implement conflict resolution strategies**
- 2.1 Factors and issues relevant to conflict or grievance are clarified
 - 2.2 Strategies for dealing with conflict or grievance are developed
 - 2.3 Options for resolving the conflict or grievance are presented that enable constructive responses to be negotiated and established relationships to continue
 - 2.4 Strategies are implemented to resolve the source of conflict
 - 2.5 Outcomes of the process are monitored to ensure objectives continue to be met
- 3 Use effective interpersonal skills**
- 3.1 Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection
 - 3.2 Feedback is given assertively and received non-defensively during negotiations
 - 3.3 Shared understanding is created through written communications

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4005A Apply conflict/grievance resolution strategies.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL4005 Apply conflict/grievance resolution strategies

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying interpersonal skills
- applying relevant legislation and workplace procedures
- communicating effectively with others when applying conflict and grievance resolution strategies
- completing relevant documentation
- gathering, recording and conveying simple and routine work-related information
- identifying existing and potential conflict or grievances
- interpreting and following operational instructions and prioritising work
- negotiating effectively with others when applying conflict and grievance resolution strategies
- participating in small informal work groups
- reading and interpreting relevant instructions, procedures, information and signs
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working collaboratively with others when applying conflict and grievance resolution strategies
- working systematically with required attention to detail.

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:

- options for constructive responses to typical conflict/grievance situations
- relevant regulation and code requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) policies and procedures
- relevant workplace business marketing policies and practices, including requirements for maintaining security and confidentiality
- signs, stages and possible causes of conflict in the workplace
- typical problems that can occur when applying conflict or grievance resolution strategies and related appropriate action that can be taken
- workplace protocols and procedures for identifying and resolving conflict or grievances.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL4009 Manage personal work priorities and professional development

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to manage personal work priorities and personal professional development.

It includes managing personal performance, setting and meeting personal work priorities, and developing and maintaining personal professional competence.

Work is performed under minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement in managing personal work priorities and professional development.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Manage self

- 1.1 Action is taken to ensure personal qualities and performance serve as a role model in the workplace
- 1.2 Organisational plans and personal roles, responsibilities and accountabilities are reflected in personal goals and plans
- 1.3 Action is taken to achieve and extend personal goals beyond those planned
- 1.4 Consistent personal performance is maintained in varying work conditions and work contexts

2 Set and meet own work priorities

- 2.1 Competing demands are prioritised to achieve personal, team and organisational goals and objectives
- 2.2 Technology is used efficiently and effectively to manage work priorities and commitments

3 Develop and maintain professional competence

- 3.1 Personal knowledge and skills are assessed against competency standards to determine development needs and priorities
- 3.2 Feedback from clients and colleagues is used to identify and develop ways to maintain and build on current competence
- 3.3 Management development opportunities suitable to personal learning style/s are selected and used to develop competence
- 3.4 Professional networks and associations are participated in to enhance personal knowledge, skills and relationships
- 3.5 New skills are identified and developed to achieve and maintain a competitive edge

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4009A Manage personal work priorities and professional development.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL4009 Manage personal work priorities and professional development

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when managing personal work priorities and professional development
- completing documentation related to managing personal work priorities and professional development
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- planning work activities, including predicting consequences and identifying improvements
- reading and interpreting instructions, procedures, information and signs relevant to managing personal work priorities and professional development
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- taking advantage of learning opportunities in the workplace, training programs and workshops
- working collaboratively with others when managing personal work priorities and professional development.

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:

- appropriate learning methods to maintain current competence or to develop new competencies
- coaching and mentoring approaches to support team members to share and develop

knowledge and skills

- competencies required to increase participation in organisational planning and development
- relevant regulatory and code requirements
- resource availability including the competencies of individuals in the team/group
- typical problems that can occur when managing personal work priorities, and professional development and related action that can be taken
- workplace business policies and plans including procedures for undertaking professional development
- workplace protocols and procedures for managing personal work priorities and professional development.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL4010 Assess and confirm customer transport requirements

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements within the transport and logistics industry.

It includes assessing the goods/stock to be transported, determining the transit requirements and completing all required documentation.

Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements and leadership of others individually or in teams. It is performed under minimum supervision with general guidance on progress and outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Assess goods/stock to be transported**
 - 1.1 Customer service parameters are followed in accordance with workplace procedures
 - 1.2 In consultation with customer, key characteristics of goods/stock to be transported are determined
 - 1.3 Regulatory and/or specific requirements for load shipment are identified
 - 1.4 Specific load handling characteristics/requirements are identified
 - 1.5 Task requirements are matched to workplace capability and operational focus
- 2 Determine transit requirements**
 - 2.1 Applicable transportation modes are matched to customer geographic location, load packaging characteristics, quantity of goods to be transported and specific requirements for goods
 - 2.2 Required pick-up and destination point/s are identified and assessed for safe access and operation
 - 2.3 Specified transit times and routes are identified and agreed with customer
 - 2.4 Transportation mode/s are determined with customer about load characteristics, transit requirements and cost effectiveness
 - 2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
- 3 Complete documentation**
 - 3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and scope of authority
 - 3.2 Parameters of service requirements for the workplace and customer are documented
 - 3.3 Quotations for services/specifications are itemised and documented and processed in accordance with workplace procedures
 - 3.4 Legislative, insurance or specific conditions for load transport are recorded and filed 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4010A Assess and confirm customer transport requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL4010 Assess and confirm customer transport requirements

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when assessing and confirming customer transport requirements
- completing all workplace processes related to transporting goods/stock
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- negotiating with others when assessing and confirming customer transport requirements
- operating and adapting to differences in equipment in accordance with standard operating procedures
- planning work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, procedures, information and signs
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working collaboratively with others when assessing and confirming customer transport requirements
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- customer service and quotation/specification systems and resources
- relevant regulatory and code requirements including mass and load regulations
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- strategies to implement continuous improvement processes
- typical problems that can occur when assessing and confirming customer transport requirements, and related appropriate action that can be taken
- workplace protocols and procedures for assessing and confirming customer transport requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL4032 Implement equal employment equity strategies

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to implement equal employment opportunity (EEO) strategies in accordance with regulatory and workplace requirements, as part of work activities in the transport and logistics industry.

It includes identifying and communicating agreed EEO direction, responding to EEO enquiries, implementing EEO strategies, contributing to policy development, and evaluating and reporting on the implementation of EEO strategies in the workplace.

While work is performed individually the ability to work within a team environment may be required.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify and communicate

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 EEO information and policy requirements are identified

- agreed employment direction** for the workplace
- 1.2 EEO information is disseminated to ensure relevant requirements are considered in decisions made within the workplace
 - 1.3 Advice is provided to assist with consistent interpretation of EEO information
 - 1.4 Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace
 - 1.5 Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices
- 2 Respond to equal employment opportunity enquiries**
- 2.1 Arrangements are made to ensure EEO advice can be provided to personnel within necessary timeframes
 - 2.2 Enquiries are analysed to identify necessary information required to respond sufficiently
 - 2.3 Sources of information are identified and accessed to formulate response
 - 2.4 Responses are communicated clearly and appropriately and understanding of the response is checked
- 3 Implement strategies**
- 3.1 Strategies are developed to implement policies and objectives
 - 3.2 Measures are identified that reflect the success of strategies developed and suitable data collected
- 4 Contribute to policy development**
- 4.1 Consultation is regularly undertaken with stakeholders on policy development
 - 4.2 Advice is provided concerning the implications of EEO policy
- 5 Evaluate and report on policy implementation**
- 5.1 Data used to measure EEO policy performance is collected and statistically analysed
 - 5.2 Annual and other reports are produced on EEO policy performance
 - 5.3 Results of EEO strategies and performance are conveyed in a timely and appropriate way to relevant individuals and groups

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4032A Implement equal employment equity strategies.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL4032 Implement equal employment equity strategies

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating and working effectively with others when implementing equal employment opportunity (EEO) strategies
- completing relevant documentation
- counselling and negotiating with employees on EEO matters
- modifying activities depending on operational contingencies and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with standard operating procedures
- reporting and/or rectifying identified problems, in accordance with regulatory requirements and workplace procedures
- reading, interpreting and following relevant instructions, procedures, policies, conditions of employment, industrial agreements and awards
- applying relevant legislation and workplace procedures
- selecting and using relevant computer, communication and office equipment and programs
- working systematically with required attention to detail.

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:

- documentation and reporting requirements for implementing EEO strategies
- elements of workplace operations relevant to implementing EEO strategies, including
 - training and social justice policies and procedures
 - workplace organisational structure
 - workplace human resource policies and practices
 - job description and specifications
 - referral processes
 - workplace standards and delegations
 - quality management
 - work area business plans
 - industrial awards and enterprise agreements
- operational work systems, equipment, management and site operating systems for implementing EEO strategies
- problems that may occur when implementing EEO strategies and appropriate action that can be taken to resolve these problems
- relevant EEO regulations
- workplace procedures and policies for implementing EEO strategies.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIL4033 Promote effective workplace practice

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to promote effective workplace practice in accordance with regulatory and workplace requirements, as part of work activities undertaken in the transport and logistics industry.

It includes contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the wellbeing of workplace team/s, and participating in competency development activities.

Work is performed individually but the ability to work within a team environment may be required.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Contribute positively to the work team environment**
 - 1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members
 - 1.2 Communication with associated personnel and/or work team members is effectively established
 - 1.3 Disputes are resolved through effective negotiation with relevant individuals or groups
 - 1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals are submitted to relevant authorities
- 2 Observe and promote work safety procedures**
 - 2.1 Relevant statutory and workplace requirements for work health safety (WHS)/occupational health and safety (OHS) are communicated to all personnel and implemented at all worksites
 - 2.2 Accidents and injuries are reported and investigated in accordance with workplace policy
 - 2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action are referred to appropriate authorities
 - 2.4 Training in WHS/OHS and First Aid are implemented
- 3 Maintain and promote team wellbeing**
 - 3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment
 - 3.2 Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved
- 4 Participate in competency development**
 - 4.1 Competencies required by work team members are identified
 - 4.2 Suitable formal and informal competency development programs and approaches are identified
 - 4.3 Work team member skill gaps are determined and appropriate competency development programs and approaches are initiated to address these gaps
 - 4.4 Workplace trainer and assessor requirements are identified and team members are supported to take on these roles

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4033A Promote effective workplace practice.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL4033 Promote effective workplace practice

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying fatigue management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying principles of time management
- applying relevant legislation and workplace procedures
- communicating effectively with customers, associated personnel and all work team members when completing work activities
- completing relevant documentation
- coordinating the promotion of safe work practices, competency enhancement and work practice improvements throughout work groups
- counselling personnel on work related issues
- ensuring team members maintain the required level of physical fitness
- implementing contingency plans
- interpreting statistics related to workloads and quality assurance measures
- leading and coordinating the activities of multi-disciplinary work teams or specialist work groups
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and workplace publications
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- settling disputes through face-to-face and group-based negotiation
- working systematically with required attention to detail without injury to self or others, or

damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- documentation and reporting workplace requirements
- elements of workplace operations relevant to effective work practice, including
 - workplace corporate plans, goals and objectives and industrial relations
 - communication and negotiation techniques and the benefits, advantages and disadvantages associated with them
 - group work practices and group dynamics; corporate customer service objectives
 - workplace procedures related to recording customer enquiries and actions
 - dispute settlement processes
 - workplace WHS/OHS and physical fitness requirements and related first-aid policies
 - competencies and skills required for workplace career path levels
- operational work systems, equipment, management and site operating systems
- problems that may occur during work activities and appropriate action that can be taken to resolve these problems
- relevant regulations and codes of practice
- relevant WHS/OHS and environmental protection procedures and guidelines
- workplace procedures and policies for promoting effective work practices.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIO0001 Undertake emergency response action to a security threat

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- PC 1.3 minor word changes
- Reordered Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to undertake emergency response action to security and terrorist threats. Work must be carried out in accordance with sections of relevant state/territory authority regulations for secure delivery of valuables, secured products, documents and materials within the transport and logistics industry.

It includes selecting emergency actions to be applied, maintaining communications and reporting the incident in accordance with established procedures.

Work is performed under general or limited supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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 Select emergency actions to be applied

- 1.1** Suspicious or questionable activity by third parties during everyday work activities is identified and reported in accordance with government guidelines and workplace procedures
- 1.2** Security or terrorist threats or potential threats are identified in accordance with government guidelines and workplace procedures
- 1.3** Hazards are identified, risk assessed and required action taken to minimise, control or eliminate identified hazards
- 1.4** Agency/branch/base and/or police are alerted to potential security/terrorist threat and all relevant details and requests for supportive action are detailed
- 1.5** Range of emergency actions are identified and analysed
- 1.6** Security or terrorist threat and appropriate emergency plans are matched in accordance with government guidelines and workplace procedures
- 1.7** Emergency actions are invoked in accordance with emergency procedures and in consideration of safety of self, members of the public and the consignment
- 1.8** Emergency actions are modified consistent with changes within the emergency environment and the safety of people and the consignment

2 Maintain communications

- 2.1** Communication is maintained with emergency services worker/s, agency/branch/base and relevant agencies/personnel in accordance with workplace and emergency procedures
- 2.2** Information is conveyed in a clear, concise and accurate manner

3 Report incident

- 3.1** Reporting arrangements are completed in accordance with workplace procedures
- 3.2** Police or other emergency services are provided with reports, as required

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 TLIO3007 Undertake emergency response action to a security threat.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIO0001 Undertake emergency response action to a security threat

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- PC 1.3 minor word changes
- Reordered Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant agreements, codes of practice or other legislative requirements
- applying relevant workplace procedures
- communicating effectively with others
- completing relevant documentation
- identifying and correctly using relevant processes and procedures
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant instructions, procedures, information and signs
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- contingency planning for managing and controlling security/terrorist threats
- emergency management plan and procedures
- government guidelines in relation to terrorist threats

- operational procedures for identifying security/terrorist threats and undertaking emergency response
- relevant state/territory permit and licence regulations and requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- requirements for approved work procedures and relevant equipment
- risk and hazard-related precautions to control security/terrorist threats
- typical problems that can occur when undertaking emergency response action to a security/terrorist threat and appropriate action that can be taken to prevent or solve these problems.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, emergency management plan, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIO1002 Follow security procedures when working with passengers and personnel

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to follow security procedures when working with passengers and personnel within the transport and logistics industry.

It includes checking and maintaining the security of passengers, workplace personnel and visitors; identifying and responding to security threats or situations; and completing all required security records.

Persons achieving competence in this unit will need to comply with the applicable security regulations and the relevant sections of a transport organisation's workplace security program and procedures.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Maintain security of passengers, workplace personnel and visitors

- 1.1 Security checks of passengers, workplace personnel and visitors are carried out in accordance with workplace security program and procedures, within limits of role and responsibilities
- 1.2 Precautions and measures aimed at protecting the security of passengers, workplace personnel and visitors are followed in accordance with workplace security procedures and applicable security regulations
- 1.3 Signs of suspicious behaviour from passengers, workplace personnel or visitors are recognised and reported promptly to designated personnel in accordance with workplace security procedures
- 1.4 Breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures

2 Identify a security threat or situation

- 2.1 Signs of security threats are recognised and investigated in accordance with workplace security procedures
- 2.2 Security threat or situation is identified, assessed and reported promptly, in accordance with workplace security procedures
- 2.3 Implications of the security threat or situation are evaluated in accordance with workplace security procedures
- 2.4 Relevant personnel are alerted to the security threat or situation as required in accordance with workplace security procedures
- 2.5 Communications are maintained with relevant personnel to determine appropriate course of action

3 Respond to a security threat or situation

- 3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan
- 3.2 Security threats or incidents are handled appropriately in accordance with established response plan, within limits of responsibility and duty of care
- 3.3 Responsibilities are fulfilled in accordance with workplace security procedures and regulatory requirements
- 3.4 Assistance is provided in controlling the site prior to and

following arrival of security and/or emergency services

3.5 Assistance is provided to other staff and emergency services personnel conducting an initial survey of the security threat or emergency scene

3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions

4 Maintain security records

4.1 Records of security checks and precautions are kept in accordance with workplace security procedures

4.2 Reports of security incidents or threats are completed in accordance with workplace security 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIO1002A Follow security procedures when working with passengers and personnel.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIO1002 Follow security procedures when working with passengers and personnel

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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, facilities, cargo and passengers
- applying procedures for security checks and precautions in accordance with limits of own role and responsibilities
- applying relevant legislation and workplace procedures
- communicating effectively with others when following security procedures
- completing required documentation and reports related to security procedures
- following security threat/incident response plan and procedures
- identifying and solving and/or reporting problems that arise when following security procedures
- identifying signs of a possible security threat
- modifying activities depending on workplace contexts, risk situations and environments
- reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industry
- recognising signs of pillage and theft
- recognising signs of security threats and situations
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- responding to a possible security threat
- selecting and using relevant communications and other equipment required when following security procedures
- working collaboratively with others when following security procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- applicable measures for securing transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels
- applicable transport security legislation including relevant international, national, state/territory Acts, regulations codes and/or guidelines
- common security problems that may occur when carrying out operations in the transport and logistics industry, and action that can be taken to address and resolve these problems
- common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting and responding to these threats and incidents
- layout of worksite, vehicle, vessel, train or aircraft and operating procedures
- operational work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industry
- precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors
- procedures for operating electronic communications equipment in accordance with required protocol
- relevant documentation and reporting requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- relevant quarantine regulations and requirements
- relevant workplace security program, policies and procedures for responding to security threats, situations and emergencies
- signs of pillaging and theft
- signs of suspicious behaviour.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIO2011 Provide revenue protection measures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, in accordance with operational procedures.

It includes preparing for revenue protection activities and implementing revenue protection procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements when providing revenue protection measures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Prepare for revenue protection activities

- 1.1 Strategies to check customer ticketing are confirmed
- 1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers
- 1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive
- 1.4 Staff are allocated to planned activities in accordance with organisational procedures and policy
- 1.5 Staff are briefed on strategies for checking customer tickets

2 Implement revenue protection procedures

- 2.1 Ticket checks are conducted against organisational requirements
- 2.2 Fares are collected or infringement notices are issued
- 2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIO2011A Provide revenue protection measures.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIO2011 Provide revenue protection measures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant workplace procedures
- calculating fares
- communicating effectively with others
- completing relevant documentation
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating barriers
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- validating tickets
- working collaboratively with others when providing revenue protection measures.

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:

- concessional privileges
- customer service requirements
- fare structures
- organisational policies and workplace procedures
- organisation's transport services
- relevant state/territory revenue protection regulations and requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- relevant workplace procedures
- risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- timetables
- typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve these problems.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

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.

- Resources for assessment include:
- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP0001 Sell products and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to sell products and services.

It includes preparing for financial transactions, using point-of-sale equipment, promoting and selling products or services, processing refunds and reconciling financial transactions.

Work is performed under some supervision, generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for financial transactions

2 Promote products and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Goods and services are prepared in accordance with workplace policies and procedures

1.2 Point-of-sale is prepared to transact with customers

2.1 Strategies to promote products and services are developed in accordance with workplace policies and

| | |
|---|---|
| services | procedures |
| | 2.2 Strategies to promote products and services are implemented in accordance with workplace procedures |
| 3 Sell products or services | 3.1 Product knowledge is applied when answering customer inquiries |
| | 3.2 Sales transactions are conducted in a professional manner so the customer's requirements are met |
| | 3.3 Price is correctly calculated and charged, and correct change and receipt are issued |
| | 3.4 Problems associated with selling products and services are reported to relevant personnel in accordance with workplace procedures |
| 4 Process refunds | 4.1 Claim for refund is substantiated in accordance with workplace procedures |
| | 4.2 Refund claim application processes are completed to ensure transaction details are recorded |
| | 4.3 Refunds are correctly calculated, authorised by relevant personnel and issued in a professional manner |
| 5 Reconcile financial transactions | 5.1 Value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand |
| | 5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace 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.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2033 Sell products and services.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP0001 Sell products and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures
- calculating and issuing refunds correctly and referring to appropriate personnel for authorisation
- calculating costs and change and providing customer with appropriate documentation
- communicating effectively with others when selling products and services
- completing relevant documentation and data entry transactions
- conducting a sale or refund using appropriate point-of-sale requirements
- conducting financial transactions in accordance with workplace procedures
- following opening and closing procedures
- following refund procedures and communicating outcomes with customers
- interpreting and following instructions, procedures and product information relevant to selling products and services
- modifying activities depending on operational contingencies and environments
- preparing for and transacting with customers in a professional manner
- promoting products and services
- reconciling financial transactions and reporting discrepancies to appropriate personnel
- selecting and using relevant office and communications equipment and materials when selling products and services
- working collaboratively with others when selling products and services.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- advertising policies
- communication requirements when selling products and services
- customer service techniques
- documentation and recording requirements
- equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- point-of-sale requirements, procedures and applications
- potential problems and possible solutions relating to selling products and services
- product knowledge and specifications of goods and services
- refund procedures
- relevant consumer laws and trade practice requirements
- relevant legislation, regulations, codes of practice and industry guidelines relating to selling goods and services
- sales and promotion techniques
- workplace procedures and policies for selling products and services.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP2017 Maintain control of records

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain control of records in the transport and logistics industry, in accordance with regulations and workplace requirements.

It includes tracking records, conducting file audits, preparing reports from a records system, preparing staff lists, and implementing disaster recovery procedures.

Work is generally performed under some supervision, within a team/group environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Track record

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Unique record identifier to be located is determined from request or

- instructions
- 1.2 Location of record is obtained from records system in accordance with records system rules and organisational procedures
 - 1.3 History of record location is obtained from records system in accordance with records system rules and organisational procedures
 - 1.4 Information about record is obtained from records system in accordance with records system rules and organisational procedures
 - 1.5 Information about record is updated and amended in accordance with organisational procedures
 - 1.6 All transactions on the records system are completed within the designated timeframe
- 2 Conduct a file audit**
- 2.1 Files are physically located with action officer and in storage areas, in accordance with supervisor instructions
 - 2.2 Discrepancies between nominal and actual record locations are identified
 - 2.3 Supervisor is clearly/specifically informed/notified of any discrepancies and/or issue
 - 2.4 Unacceptable record keeping practices are observed and noted during audit activities, in accordance with organisational procedures
 - 2.5 Information about any anomalous record is updated and amended in accordance with organisational procedures
 - 2.6 Reconciliation statement is prepared and forwarded to supervisor in accordance with organisational procedures and records system procedures
- 3 Prepare reports from records system**
- 3.1 Reports are prepared from system in accordance with supervisor instructions or requests
 - 3.2 Reports are prepared in accordance with workplace procedures and records system procedures
 - 3.3 All reports from the records system are prepared within the designated timeframe
- 4 Prepare staff lists**
- 4.1 Staff and user lists are checked and updated to accord with the current locations and designations of organisational staff members in accordance with supervisor instructions
 - 4.2 Staff and user lists are duplicated and circulated to all those requiring

copies, in accordance with supervisor instructions

5 Implement disaster recovery procedures

- 5.1** Policies and procedures are identified for disaster recovery
- 5.2** Recovery actions are undertaken in accordance with workplace procedures and scope of authority
- 5.3** Appropriate personnel are informed of actions taken 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.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2017A Maintain control of records.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2017 Maintain control of records

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- communicating and working effectively with others when maintaining control of records
- completing documentation related to maintaining control of records
- identifying, selecting and using equipment efficiently and effectively for maintaining control of records
- implementing contingency plans
- maintaining security and confidentiality of material
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and auditing records
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- planning own work including predicting consequences and identifying improvements
- preparing relevant reports
- reading, interpreting and applying instructions, legislation, procedures and information relevant to maintaining control of records
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- using a range of information technology devices including computers, radio frequency devices, electronic data exchange systems.

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:

- housekeeping standards and procedures
- operational workflow within a records management system
- operational work systems, equipment, management and site operating systems for maintaining control of records as part of a records management process
- problems that may occur with maintaining control of records and appropriate action that can be taken to resolve these problems
- regulations relevant to maintaining control of records as part of a records management process
- types of equipment used in maintaining control of records and the precautions and procedures that should be followed in their use
- workplace procedures and policies for maintaining control of records including policies on confidentiality and security of information and records.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP2018 Provide information from and about records

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to provide information from and about records in the transport and logistics industry in accordance with regulations and workplace procedures.

It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures and providing the information in response to users' requests.

Work is generally performed under some supervision, within a team/group environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Identify range of records required**
 - 1.1 Specific information required by the user is identified from interpretation of the user request and clarified where initial request is unclear
 - 1.2 Range of records likely to contain the information required by the user is identified from analysis of the request
 - 1.3 Availability of the required records is accessed using appropriate finding aids and record keeping system
 - 1.4 Where the information required exceeds own ability to meet the request, user is referred to an appropriate colleague or list of external organisation/s
- 2 Gather required records**
 - 2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required content
 - 2.2 Information is extracted as required and is prepared in line with the request
 - 2.3 Specific records satisfying user requirements are gathered in accordance with organisational procedures
 - 2.4 Records are tracked to record change in location and use by the requesting user in accordance with record keeping system rules and organisational procedures
 - 2.5 Obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline is agreed
- 3 Interpret and administer access rules and procedures**
 - 3.1 User requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures
 - 3.2 Access restriction rules and guidelines are applied to the records requested and to match the user access category
 - 3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision
 - 3.4 Where partial access restriction is determined, the restricted portions of the records or information and the basis of the restriction are identified and documented
- 4 Provide information in response to user requests**
 - 4.1 Specific records or portions thereof, information and/or records are protected to prevent access as required, in accordance with access rules and organisational procedures

- 4.2 Requested information is prepared for the user in an appropriate format, in accordance with initial request and organisational procedures
- 4.3 All access rules, record preservation requirements, specified timelines and work health and safety (WHS)/occupational health and safety (OHS) guidelines are adhered to
- 4.4 Records retrieved and used to provide information are documented according to system rules and organisational 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.

Non-essential conditions can be found in the TLI transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2018A Provide information from and about records.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2018 Provide information from and about records

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with standard operating procedures
- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when providing information from or about records
- completing documentation related to providing information from or about records
- identifying, selecting and efficiently and effectively using equipment for providing information from or about records
- maintaining security and confidentiality of material
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- planning own work including predicting consequences and identifying improvements
- reading, interpreting and following instructions and procedures relevant to providing information from or about records
- selecting and using required personal protective equipment conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- using a range of information technology devices to required protocol including computers, radio frequency devices and electronic data exchange systems
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- housekeeping standards and procedures
- operational workflow within a records management system
- operational work systems, equipment, management and site operating systems for providing information from or about records as part of a records management process
- problems that may occur when providing information from or about records and appropriate action to be taken to resolve these problems
- regulations relevant to providing information from or about records as part of a records management process
- relevant WHS/OHS and environmental protection procedures and guidelines
- types of equipment used in providing information from or about records and the precautions and procedures that should be followed in their use
- workplace procedures and policies for providing information from or about records including policies on confidentiality and security of information and records.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP2024 Conduct financial transactions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to conduct direct financial transactions within the transport and logistics industry. Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

It includes operating point of sale equipment, transacting sales, clearing register activity and maintaining sales documents.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Operate point of sale equipment

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Point of sale equipment is operated and maintained in line with manufacturer specifications and workplace procedures

1.2 Procedure for opening sales equipment or register is followed

1.3 Adequate change is maintained for use in transactions

1.4 Sales equipment or register is closed off in accordance with workplace cash security procedures

2 Transact sale

2.1 Amount owing is calculated and customer is advised

2.2 Amount tendered in cash transactions is checked, correct change is calculated and given, and receipt/tax invoice is provided as required

2.3 Credit and other non-cash transactions are processed

3 Clear register

3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy

3.2 Cheques, credit and other non-cash transaction documents are handled in accordance with workplace policy and procedures

3.3 Due security is maintained when handling cash in accordance with workplace security procedures

4 Maintain sales documents

4.1 Records are completed for all transactions including refunds and no sales

4.2 Adequate supplies of docket, vouchers and point of sale documents are maintained

4.3 Debtor transactions are processed in line 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2024A Conduct financial transactions.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2024 Conduct financial transactions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with standard operating procedures
- applying workplace procedures, relevant agreements, codes of practice or other legislative requirements
- communicating effectively with others when conducting financial transactions
- identifying and correctly using transaction equipment, processes and procedures
- interpreting and following operational instructions and prioritising work
- operating communication and financial equipment to required protocol
- reading and interpreting instructions, procedures and information relevant to conducting financial transactions
- using correct manual handling techniques safely
- transacting and completing documentation related to conducting financial transactions
- working collaboratively with others when conducting financial transactions
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- implications of credit and financial institution codes of practice
- operational procedures for conducting direct financial transactions with customers
- relevant state/territory regulations and requirements related to conducting financial transactions
- requirements of work systems, operations and relevant equipment

- risks and hazards when carrying out transactions and related precautions to control security threats
- typical problems that can occur when conducting financial transactions and appropriate action that can be taken to prevent or solve these problems.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP2029 Prepare and process financial documents

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to prepare and process financial documents in compliance with the relevant financial codes of practice and regulations.

It includes recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and processing banking documents.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Record and balance petty cash transactions

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Petty cash vouchers are prepared in accordance with workplace procedures

- 1.2 Before processing, petty cash claims and vouchers are checked for accuracy and authenticity
 - 1.3 Petty cash transactions are recorded
 - 1.4 Irregularities are noted and referred to nominated person/section in accordance with workplace procedures
- 2 Balance all transactions**
- 2.1 Transactions are presented to nominated person/section for checking in accordance with workplace procedures
 - 2.2 Invoices for payment to creditors are reconciled in accordance with workplace procedures
 - 2.3 Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures
 - 2.4 Errors in invoice charges are identified and corrective action is undertaken within scope of authority in accordance with workplace procedures
- 3 Rectify discrepancies as directed**
- 3.1 Correct and authorised invoices are processed for payment and entered into financial records as required
 - 3.2 Creditor inquiries are resolved within scope of authority or referred to appropriate personnel in accordance with workplace procedures
- 4 Prepare invoices for debtors**
- 4.1 Preparatory calculations are performed to produce accurate invoices
 - 4.2 Relevant documentation is completed to ensure accuracy of contents
 - 4.3 Invoices are distributed to nominated personnel for verification prior to despatch
 - 4.4 Verified invoices are despatched within designated timelines
 - 4.5 Verified figures are entered into financial journals
 - 4.6 Documents are filed for auditing purposes and follow-up action is taken as required
- 5 Prepare and process banking documents**
- 5.1 Financial transactions are listed on deposit forms in accordance with financial institution requirements
 - 5.2 Pay-in documentation is balanced with all financial

calculations

5.3 Financial institution deposit totals are balanced with internal records

5.4 Deposits are lodged with the financial institution

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2029A Prepare and process financial documents.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP2029 Prepare and process financial documents

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others when preparing and processing financial documents
- completing documentation related to preparing, processing and recording financial transactions
- implementing contingency plans interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- performing required calculations both manually and with the aid of relevant equipment and calculators
- reading and interpreting instructions, procedures and information relevant to preparing and processing financial documents
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages
- working collaboratively with others when preparing and processing financial documents
- working systematically with required attention to detail.

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:

- contacts and sources of information/documentation needed for preparing and processing financial documents
- customer service policies and procedures
- documentation requirements of banking institutions, governments and other relevant agencies
- relevant financial regulations, codes and procedures including pertinent taxation documentation requirements
- scope of authority when preparing documents
- typical problems that can occur when preparing and processing financial documents and appropriate action that can be taken to prevent or solve these problems
- workplace procedures for preparing and processing financial documents.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP3034 Advise on and construct fares for customers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements.

It includes advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents.

While work is performed individually, it will generally be undertaken within a team environment. It involves the application of tourist industry regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

In providing advice to suit customer needs, the following types of fares must be considered:

- constructed fares
- net fares
- promotional fares
- published fares.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Advise on fares

1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions

1.2 Customers are clearly advised on features of the fares most appropriate to their needs

1.3 Accurate fare quotations are provided to customers in accordance with workplace policy and guidelines

2 Construct fares and itineraries

2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer

2.2 Appropriate travel schedules are used to create the optimum itinerary for customers

3 Issue documents

3.1 Documents are correctly issued and all details are accurately recorded in accordance with workplace and regulatory requirements

3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines

3.3 Refunds are processed where required in accordance with workplace and industry guidelines

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP3034A Advise on and construct fares for customers.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP3034 Advise on and construct fares for customers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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, performance criteria on at least one occasion and include:

- adapting to differences in equipment in accordance with operating procedures
- applying relevant tourist industry regulatory requirements and workplace procedures
- carrying out relevant research and analysis
- carrying out sales and refund procedures
- communicating and negotiating effectively with others
- completing relevant documentation, including preparing travel documentation
- constructing fares in accordance with workplace procedures
- designing and constructing itineraries
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- processing coupons in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with tourist industry regulatory requirements and workplace procedures
- working systematically with attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- air, coach, ferry, tram and rail fare structures and schedules
- applicable insurance and public liability
- communication and negotiation requirements when advising on and constructing fares for customers
- documentation and record requirements
- Australian travel industry standards
- problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve these problems
- procedures for developing fare quotations
- relevant consumer law and trade practice requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- transport provider information and capability
- workplace procedures and policies for advising on and constructing fares for customers
- workplace travel products and services.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, tourist industry regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP4001 Develop plans to meet customer and organisation needs

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs.

It includes contributing to strategic planning, analysing market needs, contributing to business documentation and communicating with other members of the organisation on planning matters.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in developing plans to meet customer and organisational needs.

Work involves responsibility for developing work plans and leading others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Contribute to strategic planning**
 - 1.1 Contribution is made to shared vision and values of the organisation by assisting with examining future opportunities and directions and their use in shaping business goals and objectives
 - 1.2 Contribution is made to strategic planning by assisting with investigating the business environment of the organisation
- 2 Analyse market needs**
 - 2.1 Customer needs are researched and outcomes are analysed and interpreted to establish business options and opportunities
 - 2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace market focus in suitable directions
- 3 Contribute to business documentation**
 - 3.1 Contributions are made to preparing organisational business plans/budgets
 - 3.2 All workplace insurance needs are identified and suitable cover is taken out
- 4 Communicate with other members of the organisation**
 - 4.1 Outcomes of planning process are communicated to appropriate persons in the organisation
 - 4.2 Feedback mechanisms are used to ensure continuous improvement of planning processes and outcomes

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4001A Develop plans to meet customer and organisation needs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP4001 Develop plans to meet customer and organisation needs

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others when developing plans to meet customer and organisation needs
- completing relevant documentation
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- surveying and assessing customer and organisation requirements
- working collaboratively with others when developing plans to meet customer and organisation needs
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- focus of operation of business planning systems and resources
- insurance requirements relevant to business operations
- relevant regulatory and code requirements
- relevant workplace business management policies and practices, including requirements for maintaining security and confidentiality
- resource availability including the processing capacity of equipment and software systems for planning activities
- typical problems that can occur when developing plans to meet customer and organisation needs, and related appropriate action that can be taken
- workplace protocols and procedures for developing plans to meet customer and organisation needs, including strategic planning, tactical planning and quality improvement of services/operations/products.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP4002 Facilitate and capitalise on change in the workplace

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to facilitate and capitalise on change within the workplace.

It includes participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace.

Work involves responsibility for facilitating change in the workplace and leading others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Participate in planning the introduction of change**
 - 1.1 Opportunities are taken to respond to the changing needs of customers and the organisation
 - 1.2 Effective contributions are made to the organisation's planning processes to introduce change
 - 1.3 Plans to introduce change are made in consultation with relevant individuals/groups
 - 1.4 Organisation objectives and plans to introduce change are explained clearly to individuals/teams
- 2 Develop creative and flexible approaches to solutions**
 - 2.1 Alternative approaches to managing workplace issues and problems are identified and analysed
 - 2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation
 - 2.3 Workplace is managed in a way that promotes the development of innovative approaches and outcomes
 - 2.4 Creative and responsive approaches to resource management are initiated to improve productivity and/or reduces costs in a competitive environment
- 3 Manage emerging challenges and opportunities**
 - 3.1 Individuals/teams are encouraged and supported to respond effectively and efficiently to changes in organisation goals, plans and priorities
 - 3.2 Coaching and mentoring are used to assist individuals/teams to develop competencies to handle change efficiently and effectively
 - 3.3 Individuals/teams are kept informed of progress in the implementation of change
 - 3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4002A Facilitate and capitalise on change in the workplace.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP4002 Facilitate and capitalise on change in the workplace

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others when planning and facilitating the introduction of change and innovation in the workplace
- completing relevant documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- surveying and assessing organisation and customer requirements for change and innovation
- working collaboratively with others when planning and facilitating the introduction of change and innovation in the workplace
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- operational business planning systems and resources
- relevant regulatory and code requirements
- relevant workplace business management policies and practices, including requirements for maintaining security and confidentiality
- resource availability including the processing capacity of equipment and software systems for planning activities
- typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace, and related appropriate action that can be taken
- workplace protocols and procedures for facilitating and capitalising on change in the workplace, including risk management, problem solving, strategic planning, quality improvement and customer service.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP4005 Manage workplace information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to manage workplace information.

It includes identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves the use of discretion and judgement for self and others when managing workplace information systems.

Work involves responsibility for managing information processing and storage systems in the workplace and the leading others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Identify and source information needs**
 - 1.1 Information needs of individuals/teams is determined and potential sources of information are identified
 - 1.2 Information held by the organisation is reviewed to determine suitability and accessibility
 - 1.3 Arrangements are made to obtain identified information not available/accessible within the organisation
- 2 Collect, analyse and report information**
 - 2.1 Information relevant to the needs of individuals/teams is collected as required
 - 2.2 Information is collected in or transferred to a format suitable for analysis, interpretation and dissemination
 - 2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
- 3 Use management information systems**
 - 3.1 Management information systems are used effectively to store and retrieve data for decision making
 - 3.2 Technology available in the work area/organisation is used to manage information efficiently and effectively
 - 3.3 Recommendations for improving the information system are submitted to designated persons/groups
- 4 Contribute to the preparation of operational plans**
 - 4.1 Individuals/teams are involved in preparing operational plans in ways which use their contribution effectively and gain their support for the outcomes
 - 4.2 Operational plans are prepared and presented in accordance with workplace guidelines and requirements
- 5 Prepare resource proposals**
 - 5.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management
 - 5.2 Workplace business plans, and customer and supplier requirements are reflected in estimates of resource needs and use
 - 5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4005A Manage workplace information.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP4005 Manage workplace information

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when managing workplace information
- identifying and collecting information for use in the workplace
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications and information systems equipment to required protocol
- preparing and completing relevant documentation
- reading, interpreting and following relevant instructions and procedures
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- selecting and appropriately applying technology, information systems and procedures to workplace tasks
- selecting and efficiently using information management systems and technologies
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- operational recording, reporting and statistical analysis systems and resources
- relevant regulatory and code requirements
- resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- typical problems that can occur when managing workplace information and related appropriate action that can be taken
- workplace business policies and plans as they relate to financial reporting and information system management and improvement
- workplace protocols and procedures for managing workplace information.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP4031 Maintain customer credit accounts and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, as part of work activities in the transport and logistics industry.

It includes establishing and maintaining customer credit accounts and services, and maintaining a customer information system.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish and maintain customer credit accounts and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Lines of credit and other credit facilities are established and communicated to customers

services

- 1.2 Customer payment schedules are monitored
- 1.3 Debtors are regularly identified and listed to initiate follow-up action
- 1.4 Debt recovery procedures are initiated and if unsuccessful, approval is sought to write off bad debts

2 Maintain customer information system

- 2.1 Status of credit accounts is conveyed to customers on a regular basis
- 2.2 Statistical returns are prepared displaying actual against anticipated performance
- 2.3 Database information regarding products and services sales on credit is maintained
- 2.4 Customer queries are dealt with promptly and courteously
- 2.5 Security of database and data integrity is maintained

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4031A Maintain customer credit accounts and services.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP4031 Maintain customer credit accounts and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 in accordance with operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, procedures and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant computer, communications and office equipment
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods (ADG) Code and relevant bond, quarantine or other legislative requirements
- documentation requirements for maintaining customer credit accounts and services
- information on relevant aspects of credit services, including credit services offered by the workplace, credit account systems, credit ratings and limits, and credit approval policies and procedures
- methods of payment including letters of credit, cheques, promissory notes, bank drafts
- operational work systems, equipment, management and site operating systems for maintaining customer credit accounts and services
- problems that may occur and appropriate action that can be taken to resolve these problems
- workplace procedures and policies for maintaining customer credit accounts and services.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIP5007 Contribute to the development of a workplace learning environment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to contribute to the development of a workplace learning environment in accordance with the relevant Australian regulations, standards, codes of practice and workplace procedures.

It includes creating learning opportunities, facilitating and promoting learning, and monitoring and improving learning effectiveness.

Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

The unit generally applies to those with responsibility for resource coordination and allocation, who lead individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Create learning opportunities

- 1.1 Workplace environments that facilitate learning are developed and supported
- 1.2 Learning plans are developed as an integral part of individual/team performance plans
- 1.3 Diversity of needs and learning opportunities of individual employees and the enterprise are reflected in learning plans
- 1.4 Individual/team access to, and participation in, formal and informal learning opportunities is facilitated
- 1.5 Negotiation is undertaken with training and development specialists to plan and provide learning that enhances the operation of the workplace

2 Facilitate and promote learning

- 2.1 Workplace activities are used as opportunities for learning
- 2.2 Workplace knowledge, skills and attitudes are developed through coaching and mentoring
- 2.3 Benefits of learning are shared with others in the team/workplace
- 2.4 Workplace achievement is recognised by timely and appropriate recognition, feedback and rewards

3 Monitor and improve learning effectiveness

- 3.1 Feedback from individuals/teams is used to identify and introduce improvements in future learning arrangements
- 3.2 Adjustments negotiated with training and development specialists result in improvements to the efficiency and effectiveness of learning
- 3.3 Records and reports of competency are documented and maintained within workplace systems and 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP5007A Contribute to the development of a workplace learning environment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP5007 Contribute to the development of a workplace learning environment

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- applying relevant legislation and workplace procedures
- communicating effectively with others when developing a workplace learning environment
- completing documentation related to developing a workplace learning environment
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- planning and organising learning opportunities
- prioritising work and coordinating self and others in relation to workplace learning opportunities and activities
- providing leadership and working collaboratively with others when developing a workplace learning environment
- reading and interpreting competency standards, job specifications, training and assessment instructions and materials relevant to developing a workplace learning environment
- selecting and applying appropriate technology, learning and assessment resources, information systems and procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of current competencies within functional activity
- application of relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- business policies and plans including training and assessment
- focus of operation of work systems, resources, management and workplace operating systems
- problems that may occur when developing a workplace learning environment and action to be taken to report or resolve these problems
- quality and customer service standards, policies and procedures
- relevant regulations, codes of practice and legislative requirements
- relevant workplace documentation procedures
- resource availability including the competencies of individuals in the team/group
- workplace policies and processes for developing a workplace learning environment.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIR4001 Monitor supplier performance

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services in compliance with workplace procedures and requirements.

It includes administering supplier contract, assessing for conformity to contracted requirements and completing all required contract documentation.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance.

Work involves responsibility for resource coordination and allocation, and for leading individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

R – Contract Procurement

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Administer supplier contract

1.1 Procedures for receiving supplied goods/materials/services are documented and implemented within the workplace

1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules

1.3 Non-conformance of supplier with contracted requirements is accurately detailed

1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority

1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures

2 Complete documentation

2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file

2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file

2.3 System records are maintained and updated in accordance with enterprise information management system and required 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIR4001A Monitor supplier performance.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIR4001 Monitor supplier performance

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- Administering supplier contract
- applying relevant legislation and workplace procedures
- communicating and working effectively with others
- completing relevant documentation
- Contract non-conformance
- interpreting data and providing appropriate, timely information on data analysis outcomes to appropriate personnel
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and appropriately applying technology, information systems and procedures
- working systematically with required attention to detail.

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:

- focus of operation of recording, reporting and statistical analysis systems and resources
- relevant regulatory and code requirements
- typical problems that can occur with supply contracts and related appropriate action that

can be taken

- workplace business policies and plans as they relate to supply contracts, including procedures for maintaining confidentiality
- workplace contract performance and disputation policies and procedures
- workplace protocols and procedures for monitoring supply contractor performance.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIR4002 Source goods/services and evaluate contractors

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes to PC 2.2, 2.4 and 2.7
- Minor statement changes from Performance Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to source goods/services and to evaluate contractors in accordance with workplace policy and procedures.

The unit generally applies to those with responsibility for resource coordination and allocation and who lead individuals or teams.

It includes analysing supply requirements as well as evaluating and selecting appropriate potential contractors.

This unit involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

Work is performed under general guidance on progress and work outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

R – Contract Procurement

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Analyse supply requirements

2 Evaluate potential contractors

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Purpose and specifications of required goods/services are identified
- 1.2 Criteria to evaluate potential or existing contractor performance is established
- 1.3 Quantities of required goods/services are determined
- 1.4 Frequency of ordering/requesting of goods/services is identified
- 2.1 Contractors of requested goods/materials/services are identified
- 2.2 Comparative costings for goods/materials/services are obtained in accordance with regulatory and organisational policies and procedures
- 2.3 Contractor ability to provide a consistent level of performance on repeat jobs is assessed
- 2.4 Contractors are evaluated in relation to established criteria and in accordance with regulatory and organisational policies and procedures
- 2.5 Prioritised contractor shortlist is established based on contractor capacity to provide a cost competitive quality service
- 2.6 Contractor selection process outcomes are documented including recommendations for actioning agreements/contracts with selected contractors
- 2.7 Information and data generated during selection process is filed and maintained in accordance with organisational policies and 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.

Non-essential conditions can be found in the TLI Transport and logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIR4002A Source goods/services and evaluate contractors.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIR4002 Source goods/services and evaluate contractors

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes to PC 2.2, 2.4 and 2.7
- Minor statement changes from Performance Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying relevant legislation and workplace policies and procedures
- communicating and negotiating effectively with others
- completing relevant documentation
- determining supply requirements
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, procedures and signs
- selecting and appropriately applying technology, information systems and procedures to workplace tasks
- sourcing appropriate personnel to supply goods/services in accordance with workplace requirements
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- operational recording, reporting and statistical analysis systems and resources
- relevant chain of responsibility legislation, regulation and codes of practice requirements
- resource availability including processing capacity of equipment and software systems for data statistical analysis
- typical problems that can occur when sourcing goods and services and evaluating contractors,

and related appropriate action that can be taken

- workplace business policies and plans as they relate to supply contracts, including procedures for maintaining confidentiality
- workplace grievance and disputation handling policies and procedures
- workplace policies, procedures and protocols for sourcing and supplying goods/services and evaluating potential supply contractors.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIR4003 Negotiate a contract

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to contract transport and logistics services in compliance with relevant regulations, standards, legal requirements, codes of practice and workplace procedures.

It includes negotiating the contract, finalising the contract negotiations, as well as completing all contract requirements with a contractor.

The unit generally applies to those with responsibility for resource coordination and allocation, and who lead individuals or teams.

Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

R – Contract Procurement

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Negotiate contract specifics with contractor

1.1 Requirements of the contract are clearly documented and agreed to by the relevant parties

1.2 Areas of ambiguity or concern are clarified and resolved

1.3 Negotiations are undertaken with selected contractor for the contracting of required goods/services on a 'without prejudice' basis

1.4 Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators

1.5 Alternative contractors are negotiated with if agreement is unable to be reached with preferred contractor

1.6 Contract negotiations are conducted in accordance with established workplace requirements and relevant legislation

2 Complete contract negotiations

2.1 Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply

2.2 Technical support in drafting contracts is accessed as required

2.3 Contract documentation is signed and exchanged between relevant parties

3 Complete enterprise contract requirements

3.1 Documentation systems are established to ensure traceability of orders and financial transactions

3.2 Workplace systems that require interaction with contractors are identified and actioned

3.3 Quality assurance procedures for supplied goods/services are initiated

3.4 Contract and ancillary documentation is completed and stored as required, 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.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIR4003A Negotiate a contract.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIR4003 Negotiate a contract

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when negotiating a contract
- completing documentation related to negotiating a contract
- modifying activities to cater for variations in workplace contexts and environment
- operating electronic communications equipment to required protocol
- planning and monitoring work activities in terms of schedule
- prioritising work and coordinating self and others in relation to workplace activities
- providing leadership and working collaboratively with others when negotiating a contract
- reading, interpreting and following instructions, procedures and regulatory requirements relevant to negotiating a contract
- selecting and applying appropriate technology and information systems.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and the range of conditions on at least one occasion and include:

- applying precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract
- applying relevant legislation and workplace procedures
- communicating and working effectively with others when negotiating a contract
- completing documentation related to negotiating a contract
- modifying activities to cater for variations in workplace contexts and environment
- operating electronic communications equipment to required protocol
- planning and monitoring work activities in terms of schedule
- prioritising work and coordinating self and others in relation to workplace activities
- providing leadership and working collaboratively with others when negotiating a contract
- reading, interpreting and following instructions, procedures and regulatory requirements relevant to negotiating a contract
- selecting and applying appropriate technology and information systems.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIU1009 Monitor plant and equipment in an environmentally sustainable manner

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to monitor plant and equipment in an environmentally sustainable manner, in accordance with relevant state/territory environmental protection regulations, guidelines and workplace procedures.

It includes minimising the effects of pollution when operating and monitoring plant and equipment. It also includes transporting and handling environmentally hazardous materials safely.

Work is performed under some supervision generally within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

U – Environment

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Minimise pollution effects during operations

- 1.1 Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment
- 1.2 Plant and equipment are operated efficiently to minimise air pollution through excessive exhaust emissions
- 1.3 Running of plant and equipment is minimised to avoid unnecessary noise and air pollution
- 1.4 Worksites are kept clean and tidy during work operations and waste is disposed of in accordance with environmental protection regulations and workplace procedures

2 Minimise pollution effects when monitoring plant and equipment

- 2.1 Routine checks are conducted or organised to ensure plant and equipment are operating correctly, including emission controls where fitted
- 2.2 Suitable precautions are taken when cleaning plant and equipment not to pollute the environment
- 2.3 Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures
- 2.4 Rubbish is deposited in designated rubbish disposal bins

3 Transport/handle environmentally hazardous materials safely

- 3.1 Relevant documentation is completed in accordance with government regulations and workplace requirements
- 3.2 Waste and effluent are disposed of in accordance with government regulations and workplace procedures
- 3.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution
- 3.4 Routes for plant and equipment carrying hazardous and noxious loads are planned to minimise risk to the environment in an accident or spillage

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 TLIU1009A Monitor plant and equipment in an environmentally sustainable manner.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIU1009 Monitor plant and equipment in an environmentally sustainable manner

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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 operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- following routine service and maintenance procedures for equipment and vehicles
- identifying and correctly using equipment and vehicles in accordance with environmental protection regulations and guidelines
- identifying suitable disposal and transport methods of hazardous or noxious materials
- identifying suitable precautions to prevent plant and equipment from polluting the environment
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures and information
- recognising potential pollution risks and ways of minimising these risks
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of relevant environmental protection regulations and requirements
- emission control checking requirements for plant and equipment
- environmental hazards and toxicity of materials typically carried in loads
- environmental protection standards required in the workplace
- environmental risks when carrying out workplace operations, and related precautions to control the risk
- procedures and processes for waste and effluent regulation
- relevant environmental protection regulations
- service and maintenance procedures and checklists for equipment and vehicles
- site layout including location of rubbish disposal bins
- typical problems that can occur when caring for the environment, and appropriate action that can be taken to prevent or solve these problems
- workplace procedures and guidelines for monitoring plant and equipment in an environmentally sustainable manner during workplace operations.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIU4001 Implement and monitor environmental protection policies and procedures

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in unit Application
- Minor statement changes in Performance Evidence
- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures.

It includes accessing relevant information concerning environmental protection regulations and procedures as well as implementing and monitoring environmental hazard procedures, related control procedures and required records and documentation.

People achieving competence in this unit will need to comply with relevant national, state/territory legislative and regulatory requirements and codes of practice.

Work is generally performed within a team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

U – Environment

Unit Sector

Rail sector.

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 Access information about environmental protection regulations and procedures

- 1.1** Relevant provisions of environmental legislation and codes of practice are accurately followed
- 1.2** Information on workplace environmental policies, procedures and programs is stored in a readily accessible location, in accordance with workplace procedures
- 1.3** Information is accurately and clearly explained to the work team and updated in accordance with workplace policy changes
- 1.4** Information about the outcomes of environmental risk identification and control procedures is provided to appropriate personnel

2 Implement and monitor environmental hazard procedures

- 2.1** Existing and potential environmental hazards in the workplace are identified and reported
- 2.2** Identified hazards are assessed in relation to relevant environmental protection policies
- 2.3** Workplace procedures for dealing with hazardous events are implemented to ensure that prompt control action is taken
- 2.4** Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimise risks of such events

3 Implement and monitor environmental control procedures

- 3.1** Existing environmental protection measures are implemented, monitored and reviewed
- 3.2** Environmental protection procedures are implemented and work group adherence to them is monitored
- 3.3** Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIU4001A Implement and monitor environmental protection policies and procedures.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIU4001 Implement and monitor environmental protection policies and procedures

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in unit Application
- Minor statement changes in Performance Evidence
- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- communicating and working effectively with others orally and in writing when implementing and monitoring environmental protection procedures
- completing documentation related to implementing and monitoring environmental protection procedures
- counselling, advising and informing others on environmental protection matters
- identifying and correctly using equipment and vehicles in accordance with environmental protection regulations and guidelines
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- providing leadership and working collaboratively with others when implementing and monitoring environmental protection procedures
- reading and interpreting instructions, procedures, information and signs relevant to implementing and monitoring environmental protection procedures
- recognising potential environmental risks and ways of minimising them
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment (PPE), and conforming to industry and work health and safety (WHS)/occupational health and safety (OHS) standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- equipment and resources required when implementing and monitoring environmental protection, and instructions for their use
- hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques)
- problems that can occur when implementing and monitoring environmental protection procedures
- relevant management systems and procedures for environmental management
- relevant national, state/territory legislative and regulatory requirements and codes of practice
- significance of energy efficient opportunities (EEO) principles and practice for environmental management
- workplace environmental hazards and related hazard control measures
- workplace environmental operational risks and related precautions to control these risks
- workplace environmental protection standards
- workplace procedures and guidelines for implementing and monitoring environmental protection
- workplace reporting and recording processes and procedures.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

TLIU5006 Conduct environmental audits

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to conduct an environmental audit in accordance with relevant environmental protection regulatory requirements, standards, codes of practice and workplace procedures.

It includes preparing and conducting an environmental audit, scheduling an internal audit, documenting the findings and reporting on the results.

Work is carried out under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

The unit applies to those with responsibility for resource coordination and allocation, who lead individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

U – Environment

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1 Prepare for environmental audit**
 - 1.1 Relevant legislation, authority and enterprise requirements pertinent to workplace operations are identified and followed
 - 1.2 Practices and facilities required to be audited are identified and implications of non-conformance are established
 - 1.3 Technical and/or calibration requirements for audits are noted and appropriate support personnel are identified as required
 - 1.4 Work schedules are investigated to identify appropriate schedule for audit
- 2 Schedule environmental internal audit**
 - 2.1 Audit timings are planned to ensure relevant procedures are conducted within workplace agreed time intervals and timeframes
 - 2.2 Audit frequency is adjusted to ensure minimal disruption to the workplace
 - 2.3 Contact is made with appropriate personnel and audit appointments are made
- 3 Conduct environmental audit and document findings**
 - 3.1 Operational procedures and assessment methods for the environmental audit are confirmed with personnel concerned
 - 3.2 Observations and interviews are conducted with approved third party as required
 - 3.3 Documentation of observations and interview responses is completed
- 4 Report environmental audit results**
 - 4.1 Outcomes of the audit process are compared to workplace procedures
 - 4.2 Audit results are discussed with relevant personnel
 - 4.3 Reports of non-compliance are documented and options for system improvements are recommended
 - 4.4 Reports are forwarded to appropriate personnel for action

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIU5006A Conduct environmental audits.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIU5006 Conduct environmental audits

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics 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:

- applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating effectively with others when conducting an environmental audit
- completing documentation related to conducting an environmental audit
- interpreting and following operational instructions and prioritising work
- modifying activities to cater for variations in workplace contexts and environment
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- planning and organising environmental audit activities
- providing leadership and working collaboratively with others when conducting an environmental audit
- reading and interpreting instructions, technical data, regulatory requirements and workplace policies and procedures relevant to conducting an environmental audit
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and applying appropriate technology, information systems and procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- application of relevant Australian standards and associated certification requirements
- audit procedures and compliance implementation strategies
- environmental risk management and control procedures
- environmental safety regulatory and guidance material
- equipment applications, capacities, configurations, safety hazards and control
- hazards that may exist when conducting an environmental audit and ways of controlling the risks involved
- operation of workplace in relation to potential environmental risks and control/prevention measures
- problems that may occur when conducting an environmental audit and action to be taken to report or resolve these problems
- relevant work health and safety(WHS)/occupational health and safety (OHS) and environmental protection procedures and regulations, including the Australian Dangerous Goods (ADG) Code where applicable
- relevant workplace documentation procedures
- resource availability including the competencies of individuals in the team/group
- workplace business policies and plans including procedures for identifying non-compliance and best practice
- workplace processes for conducting an environmental audit.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
-

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

AVI Aviation Training Package

Modification History

| Release Number | Release Date | Comments |
|----------------|--------------|--|
| 3.0 | 3 March 2016 | <p>This is the third release of the AVI Aviation Training Package and is updated to the <i>Standards for Training Packages 2012</i>.</p> <p>Products added:</p> <ul style="list-style-type: none"> • 17 qualifications • 140 units of competency • 41 Skill Sets. <p>ISC upgrade:</p> <ul style="list-style-type: none"> • a statement relevant to Defence Aviation has been modified in the Qualification Description for: <ul style="list-style-type: none"> • AVI50115 Diploma of Aviation (Air Traffic Control) • a statement relevant to Defence Aviation has been added to the Application in the following units: <ul style="list-style-type: none"> • AVIE5002 Apply air traffic control communication procedures and services • AVIF0004 Implement aviation risk management processes • AVIF0005 Implement aviation fatigue risk management processes • AVIF0006 Manage aviation risk • AVIF5003 Manage human performance and team resources during air traffic control operations • AVIF5013 Provide search and rescue alerting and emergency response • AVIW5013 Operate air traffic control equipment and workstations • AVIY5022 Manage traffic flow • AVIY5048 Provide approach control services • AVIY5049 Provide area control services • AVIY5050 Provide aerodrome control services • AVIZ5049 Manage situational awareness in the air traffic control environment • SAR acronym has been removed from the title of the following unit: |

| | | |
|-----|------------------|--|
| | | <ul style="list-style-type: none"> • AVIF5013 Provide search and rescue alerting and emergency response. |
| 2.0 | 6 December 2015 | <p>Updated to the <i>Standards for Training Packages</i> 2012.</p> <p>Products added:</p> <ul style="list-style-type: none"> • 3 qualifications • 64 units of competency • 1 Skill Set. |
| 1.0 | 4 September 2015 | <p>Updated to the <i>Standards for Training Packages</i> 2012.</p> <p>Products in this release:</p> <ul style="list-style-type: none"> • 1 qualification • 12 units of competency • 2 Skill Sets. |

Credit Arrangements

At the time of endorsement of this Training Package no national credit arrangements with higher education institutions exist.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>

AVISS00033 Airborne Rappelling Supervisor Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00006 Airborne Rappelling Supervisor Skill Set.

Description

This Skill Set reflects the work required by people who perform the duties of airborne rappelling supervisors in aviation operational environments.

Pathways Information

The AVISS00033 Airborne Rappelling Supervisor Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **2 units** of competency must be attained.

AVIY0067 Conduct airborne extraction operations

AVIY0068 Conduct airborne rappelling operations

Target Group

Individuals who perform the role of an airborne rappelling supervisor within aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00033 Airborne Rappelling Supervisor Skill Set is from the AVI Aviation Training

Package and meets the needs of people working as an airborne rappelling supervisor in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00035 Aircraft Underwater Escape Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces but is **not** equivalent to the AVISS00008 Aircraft Underwater Escape Skill Set.

Description

This Skill Set is for individuals required to undertake aircraft underwater escape and survival, to apply aircraft safety procedures, and to provide basic emergency life support in aviation operational environments.

Pathways Information

The AVISS00035 Aircraft Underwater Escape Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **3 units** of competency must be attained.

AVIF0023 Apply aircraft safety procedures

AVIF0038 Undertake aircraft underwater escape and survival

HLTAID002 Provide basic emergency life support

Target Group

Individuals in the aviation operational environment who require aircraft underwater escape skills such as airborne observer, flight crew and emergency services personnel who work underwater.

Suggested words for Statement of Attainment

The AVISS00035 Aircraft Underwater Escape Skill Set is from the AVI Aviation Training Package and meets the needs of people working in the helicopter operational environment who require aircraft underwater escape skills.

Custom Content Section

Not applicable.

AVISS00036 Aviation Operator Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces but is **not** equivalent to the AVISS00009 Aviation Operator Skill Set.

Description

This Skill Set reflects the work required by people who operate around aircraft, including fixed wing, rotary wing and balloon craft. It provides the skills and knowledge to apply aircraft safety procedures, to maintain basic situational awareness, to use communications systems and to follow security procedures within aviation operating environments.

Pathways Information

The AVISS00036 Aviation Operator Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority for specific requirements.

Skill Set Requirements

A total of **4 units** of competency must be attained.

| | |
|----------|---|
| AVIF0023 | Apply aircraft safety procedures |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |
| TLIE2007 | Use communications systems |
| TLIO1002 | Follow security procedures when working with passengers and personnel |

Target Group

People interested in operating around aircraft, including fixed wing, rotary wing and balloon craft.

Suggested words for Statement of Attainment

The AVISS00036 Aviation Operator Skill Set meets the needs people working as aviation operators in an aviation operational environment.

Custom Content Section

Not applicable.

AVISS00037 Cabin Crew Supervisor Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces but is **not** equivalent to the AVISS00010 Aviation Supervisory Cabin Crew Skill Set.

Description

This Skill Set is for individuals who perform cabin crew supervisory roles within commercial, charter or Defence aviation operational environments.

Pathways Information

The AVISS00037 Cabin Crew Supervisor Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **4 units** of competency must be attained.

| | |
|-----------|---|
| AVIF0041 | Maintain the safety of people and aircraft |
| AVIF0042 | Respond to abnormal and emergency situations in an aircraft |
| HLTAID007 | Provide advanced resuscitation |
| TLII4001 | Coordinate quality customer service |

Target Group

People interested in cabin crew supervisory roles within commercial, charter or Defence Aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00037 Cabin Crew Supervisor Skill Set is from the AVI Aviation Training Package and meets the needs of people who perform cabin crew supervisory roles within commercial, charter or Defence Aviation operational environments.

Custom Content Section

Not applicable.

AVISS00038 Emergency Breathing System Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00011 Emergency Breathing System Skill Set.

Description

This Skill Set is for individuals who work specifically in aviation operational environments and use emergency breathing systems.

Pathways Information

The AVISS00038 Emergency Breathing System Skill Set is part of the AVI Aviation Training Package. It may be undertaken in conjunction with the AVISS00035 Aircraft Underwater Escape Skill Set.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence aviation for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIF0039 Utilise emergency breathing system

Target Group

Individuals who work specifically in aviation operational environments and who use emergency breathing systems such as airborne observers, flight crew, emergency services workers who use an emergency breathing system.

Suggested words for Statement of Attainment

The AVISS00038 Emergency Breathing System Skill Set is from the AVI Aviation Training

Package and meets the needs of people who work in aviation operational environments and use emergency breathing systems.

Custom Content Section

Not applicable.

AVISS00039 External Load Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00012 External Load Pilot Skill Set.

Description

This Skill Set is for individuals who pilot a helicopter during external load operations in aviation operational environments.

Pathways Information

The AVISS00039 External Load Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence aviation for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIY0069 Pilot a helicopter during external load operations

Target Group

Helicopter pilots conducting external load operations in aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00039 External Load Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people who pilot a helicopter during external load operations in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00040 Formation Pilot Skill Set

Modification History

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00013 Formation Pilot Skill Set.

Description

This Skill Set is for individuals who perform close formation flight and lead close formation flight in aviation operational environments.

Pathways Information

The AVISS00040 Formation Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence aviation for specific requirements.

Skill Set Requirements

A total of **2 units** of competency must be attained.

AVIY0016 Lead formation flight

AVIY4063 Perform close formation flight

Target Group

Pilots who perform close formation flight and lead close formation flight in aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00040 Formation Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of pilots who perform close formation flight, and who lead close formation flight in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00041 Handle Dangerous Goods/Hazardous Substances Skill Set

Modification History

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00014 Handle Dangerous Goods/Hazardous Substances Skill Set.

Description

This Skill Set covers personnel working in the aviation industry in transport, warehousing, distribution or storage who may handle dangerous goods and/or hazardous substances.

Pathways Information

The AVISS00041 Handle Dangerous Goods/Hazardous Substances Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with relevant Dangerous Goods industry authorities for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

TLID2003 Handle dangerous goods/hazardous substances

Target Group

Personnel working in aviation transport, warehousing, distribution and storage who may handle dangerous goods and/or hazardous substances.

Suggested words for Statement of Attainment

The AVISS00041 Handle Dangerous Goods/Hazardous Substances Skill Set is from the AVI Aviation Training Package and meets the needs of people working in aviation transport, warehousing, distribution and storage who also handle dangerous goods and/or hazardous substances.

Custom Content Section

Not applicable.

AVISS00042 Helicopter Wireman Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00015 Helicopter Wireman Skill Set.

Description

This Skill Set is for individuals who perform helicopter wireman duties in aviation operational environments.

Pathways Information

The AVISS00042 Helicopter Wireman Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIW0024 Perform down the wire duties

Target Group

Individuals who perform helicopter wireman duties in aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00042 Helicopter Wireman Skill Set is from the AVI Aviation Training Package and meets the needs of people who perform helicopter wireman duties in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00045 Night Vision Imaging System Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00018 Night Aided Vision Aviation Operations Skill Set.

Description

This Skill Set is for individuals who conduct night vision imaging system (NVIS) operations in fixed or rotary wing aircraft operational environments.

Pathways Information

The AVISS00045 Night Vision Imaging System Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIW0026 Conduct night vision imaging system operations

Target Group

Flight operations personnel who conduct NVIS operations in fixed or rotary wing aircraft operational environments.

Suggested words for Statement of Attainment

The AVISS00045 Night Vision Imaging System Skill Set is from the AVI Aviation Training Package and meets the needs of people who conduct night vision imaging system (NVIS)

operations in fixed or rotary wing aircraft operational environments.

Custom Content Section

Not applicable.

AVISS00046 Night Visual Flight Rules Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces but is **not** equivalent to the AVISS00019 Night Visual Flight Rules (NVFR) Pilot Skill Set.

Description

This Skill Set is for individuals who pilot fixed and rotary wing aircraft in aviation operational environments, under night visual flight rules (NVFR).

Pathways Information

The AVISS00046 Night Visual Flight Rules Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **4 units** of competency must be attained.

| | |
|----------|--|
| AVIH0015 | Plan a flight under night visual flight rules |
| AVIH0016 | Navigate aircraft under night visual flight rules |
| AVIY0033 | Operate aircraft using aircraft flight instruments |
| AVIY0073 | Operate aircraft in the traffic pattern at night |

Target Group

Individuals who pilot fixed and rotary wing aircraft in aviation operational environments, under NVFR.

Suggested words for Statement of Attainment

The AVISS00046 Night Visual Flight Rules Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people who pilot fixed and rotary wing aircraft in aviation operational environments, under night visual flight rules (NVFR).

Custom Content Section

Not applicable.

AVISS00047 Notice to Airmen Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00020 Notice to Airmen Skill Set.

Description

This Skill Set is for individuals who are required to complete a Notice to Airmen (NOTAM) in support of broader aviation operational objectives.

Pathways Information

The AVISS00047 Notice to Airmen Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIE0005 Complete a Notice to Airmen (NOTAM)

Target Group

Individuals who are required to complete a Notice to Airmen (NOTAM) in support of broader aviation operational objectives.

Suggested words for Statement of Attainment

The AVISS00047 Notice to Airmen Skill Set is from the AVI Aviation Training Package and meets the needs of people who complete a Notice to Airmen (NOTAM) in support of broader aviation operational objectives.

Custom Content Section

Not applicable.

AVISS00049 Simulator Operator Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00022 Simulator Operator Skill Set.

Description

This Skill Set is for individuals who operate simulators in support of vocational education and training objectives.

Pathways Information

The AVISS00049 Simulator Operator Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with industry regulatory authorities for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIM0008 Operate a simulator

Target Group

Individuals who operate simulators in support of vocational education and training objectives.

Suggested words for Statement of Attainment

The AVISS00049 Simulator Operator Skill Set is from the AVI Aviation Training Package and meets the needs of people who operate simulators in support of vocational education and training objectives.

Custom Content Section

Not applicable.

AVISS00050 Simulator Operator/Trainer Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00023 Simulator Operator/Trainer Skill Set.

Description

This Skill Set is for individuals who operate simulators, facilitate training in a synthetic environment and provide work skill instruction in support of vocational education and training objectives.

Pathways Information

The AVISS00050 Simulator Operator/Trainer Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with industry regulatory authorities for specific requirements.

Skill Set Requirements

A total of **3 units** of competency must be attained.

| | |
|-----------|--|
| AVIM0008 | Operate a simulator |
| AVIM0009 | Facilitate training in a synthetic environment |
| TAEDEL301 | Provide work skill instruction |

Target Group

Individuals who operate simulators, facilitate training in a synthetic environment, and provide work skill instruction in support of vocational education and training objectives.

Suggested words for Statement of Attainment

The AVISS00050 Simulator Operator/Trainer Skill Set is from the AVI Aviation Training Package and meets the needs of people who operate simulators, facilitate training in a synthetic environment and provide work skill instruction in support of vocational education and training objectives.

Custom Content Section

Not applicable.

AVISS00051 Simulator Trainer Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00024 Simulator Trainer Skill Set.

Description

This Skill Set is for individuals who facilitate training in a synthetic environment and provide work skill instruction, in support of vocational education and training objectives.

Pathways Information

The AVISS00051 Simulator Trainer Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with industry regulatory authorities for specific requirements.

Skill Set Requirements

A total of **2 units** of competency must be attained.

AVIM0009 Facilitate training in a synthetic environment

TAEDEL301 Provide work skill instruction

Target Group

Individuals who facilitate training in a synthetic environment and provide work skill instruction in support of vocational education and training objectives.

Suggested words for Statement of Attainment

The AVISS00051 Simulator Trainer Skill Set is from the AVI Aviation Training Package and meets the needs of people who facilitate training in a synthetic environment, and provide work

skill instruction in support of vocational education and training objectives.

Custom Content Section

Not applicable.

AVISS00052 Use and Maintain Minor Mechanical Equipment Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00025 Use and Maintain Minor Mechanical Equipment Skill Set.

Description

This Skill Set reflects the work required by people who use and maintain minor mechanical equipment in aviation operational environments.

Pathways Information

The AVISS00052 Use and Maintain Minor Mechanical Equipment Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with relevant industry authorities for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

TLIB0003 Use and maintain minor mechanical equipment

Target Group

People who are interested in using and maintaining minor mechanical equipment in aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00052 Use and Maintain Minor Mechanical Equipment Skill Set is from the AVI

Aviation Training Package and meets the needs of people who use and maintain minor mechanical equipment in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00053 Aerodrome Reporting Officer Skill Set

Modification History

Release 2. Unit title AVIE3003 updated. Licensing/regulatory statement updated. No change in outcomes.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00026 Aerodrome Reporting Officer Skill Set

Description

This Skill Set is applicable to aerodrome reporting officers operating at aerodromes within Australian aviation environments. It provides the skills and knowledge required to perform the duties of Aerodrome Reporting Officers.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package and Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of **8 units** of competency must be attained.

| | |
|----------|--|
| AVIB0002 | Inspect and report on aerodrome serviceability |
| AVIB0003 | Inspect and report on serviceability of aerodrome lighting systems |
| AVIB0004 | Inspect and report on obstacle limitation surfaces |
| AVIC0001 | Drive on the airside |
| AVIE0003 | Operate aeronautical radio |
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |
| AVIF0045 | Facilitate the safety of aerodrome works and works site access |

AVIZ0003 Maintain basic situational awareness in an aviation workplace

Target Group

Individuals who perform the role of the aerodrome reporting officer within the aviation environment.

Suggested words for Statement of Attainment

The AVISS00053 Aerodrome Reporting Officer Skill Set is from the AVI Aviation Training Package and meets the needs of aerodrome reporting officers who work in an aviation environment.

Custom Content Section

AVISS00054 Aerodrome Works Safety Officer working with a Method of Works Plan Skill Set

Modification History

Release 2. Title of AVIE0005 updated. Licensing/regulatory statement updated. No change in outcomes.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00027 Aerodrome Works Safety Officer working with a Method of Works Plan (MOWP) Skill Set.

Description

This Skill Set is for individuals who perform the duties of aerodrome works safety officers operating at aerodromes within Australian aviation environments. It provides the skills and knowledge required to inspect and report on aerodrome serviceability, aerodrome lighting systems, and obstacle limitation surfaces and complete a Notice to Airmen (NOTAM).

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package and Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of **4 units** of competency must be attained.

| | |
|----------|--|
| AVIB0002 | Inspect and report on aerodrome serviceability |
| AVIB0003 | Inspect and report on serviceability of aerodrome lighting systems |
| AVIB0004 | Inspect and report on obstacle limitation surfaces |
| AVIE0005 | Complete a Notice to Airmen (NOTAM) |

Target Group

Individuals who perform the role of an aerodrome works safety officer working with a MOWP in

an aviation environment.

Suggested words for Statement of Attainment

The AVISS00054 Aerodrome Works Safety Officer Working with a Method of Works Plan Skill Set is from the AVI Aviation Training Package and meets the needs of people performing the duties of an aerodrome works safety officer working with a method of works plan at aerodromes in Australian aviation environments.

Custom Content Section

Not applicable.

AVISS00055 Aerodrome Works Safety Officer working on Time Limited Works Skill Set

Modification History

Release 2. Minor edits. Licensing/regulatory statement updated. No change in outcomes.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00028 Aerodrome Works Safety Officer working on Time Limited Works Skill Set.

Description

This Skill Set is for individuals who perform the duties of aerodrome works safety officers at aerodromes within Australian aviation environments. It provides the skills and knowledge required to drive within airside environments, maintain radio communications as part of airport operations, and facilitate aerodrome works safety and works site access.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package and Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of **4 units** of competency must be attained.

| | |
|----------|--|
| AVIC0001 | Drive on the airside |
| AVIE0003 | Operate aeronautical radio |
| AVIF0045 | Facilitate the safety of aerodrome works and works site access |
| AVIZ0003 | Maintain basic situational awareness in an aviation workplace |

Target Group

Individuals who perform the role of the aerodrome works safety officer working on time limited

works in an aviation environment.

Suggested words for Statement of Attainment

The AVISS00055 Aerodrome Works Safety Officer working on Time Limited Works Skill Set is from the AVI Aviation Training Package and meets the need of people performing the duties of an aerodrome works safety officer working on time limited works at aerodromes in Australian aviation environments

Custom Content Section

Not applicable.

AVISS00056 Maintain Security Awareness and Vigilance in the Aviation Workplace Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00029 Maintain Security Awareness and Vigilance in the Aviation Workplace Skill Set.

Description

This Skill Set is for individuals required to maintain security awareness and vigilance in the aviation workplace as part of their broader role within aviation operational environments.

Pathways Information

The AVISS00056 Maintain Security Awareness and Vigilance in the Aviation Workplace Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the relevant industry authority for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIZ0004 Maintain security awareness and vigilance in an aviation workplace

Target Group

Individuals required to maintain security awareness and vigilance in the aviation workplace as part of their broader role within aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00056 Maintain Security Awareness and Vigilance in the Aviation Workplace Skill

Set is from the AVI Aviation Training Package and meets the needs of people who maintain security awareness and vigilance as part of their broader role in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00057 Remotely Piloted Aircraft Systems Observer Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

This Skill Set replaces and is equivalent to the AVISS00030 Remotely Piloted Aircraft (RPA) Observer Skill Set.

Description

This Skill Set reflects the work required by people who operate aeronautical radio communications, apply situational awareness in remotely piloted aircraft systems (RPAS) operations, and participate in basic workplace communications as part of their role within RPAS aviation operational environments.

Pathways Information

The AVISS00057 Remotely Piloted Aircraft Systems Observer Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence aviation for specific requirements.

Skill Set Requirements

A total of **3 units** of competency must be attained.

| | |
|----------|---|
| AVIE0003 | Operate aeronautical radio |
| AVIZ0005 | Apply situational awareness in remote pilot aircraft systems operations |
| TLIE1003 | Participate in basic workplace communication |

Target Group

People who operate aeronautical radio communications and are required to apply situational

awareness in RPAS operations, and to participate in basic workplace communications as part of their observer role in RPAS aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00057 Remotely Piloted Aircraft Systems Observer Skill Set is from the AVI Aviation Training Package meets the needs of people who operate aeronautical radio communications and are required to apply situational awareness in remote pilot aircraft systems (RPAS) operations, and to participate in basic workplace communications as part of their observer role in RPAS operational environments.

Custom Content Section

Not applicable.

AVISS00058 Aeromedical Operator Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set reflects the work required by people who perform aeromedical operator roles in rotary wing emergency services aircraft.

Pathways Information

The AVISS00058 Aeromedical Operator Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority for specific requirements.

Skill Set Requirements

A total of **3 units** of competency must be attained.

| | |
|-----------|----------------------------------|
| AVIF0023 | Apply aircraft safety procedures |
| AVIW0024 | Perform down the wire duties |
| HLTAID007 | Provide advanced resuscitation |

Target Group

People interested in performing aeromedical operator roles in fixed and rotary wing emergency services aircraft.

Suggested words for Statement of Attainment

The AVISS00058 Aeromedical Operator Skill Set is form the AVI Aviation Training Package and meets the needs of people who perform aeromedical operator duties in rotary wing

operational environments.

Custom Content Section

Not applicable.

AVISS00061 Aviation Shift Supervisor SkillSet

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals who implement fatigue risk management processes and manage shifts, crewing and rostering activities in aviation operational environments.

Pathways Information

The AVISS00061 Aviation Shift Supervisor Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

A total of **2 units** of competency must be attained.

AVIF0027 Implement aviation fatigue risk management processes

AVIL0002 Manage shifts, crewing and rostering activities in aviation

Target Group

People interested in working as aviation shift supervisors in aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00061 Aviation Shift Supervisor Skill Set is from the AVI Aviation Training Package and meets the needs of people who implement fatigue risk management processes and manage shifts, crewing and rostering activities in aviation operational environments.

Custom Content Section

Not applicable.

AVISS00063 Multi-Crew Operations Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for Commercial Pilots and Air Transport Pilots who command, supervise, and manage an aircraft in a multi-crew environment in fixed and rotary wing aviation operational environments.

Pathways Information

The AVISS00063 Multi-Crew Operations Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **3 units** of competency must be attained.

- AVIN0003 Command an aircraft in a multi-crew environment
- AVIN0004 Supervise and manage safe flight operations as pilot in command
- AVIZ0002 Maintain and manage situational awareness as pilot in command

Target Group

Commercial Pilots and Air Transport Pilots who command, supervise, and manage an aircraft in a multi-crew environment in fixed and rotary wing aviation operational environments.

Suggested words for Statement of Attainment

The AVISS00063 Multi-Crew Operations Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people who command, supervise and manage an aircraft in a multi-crew environment in fixed and rotary wing aviation operational environments.

Custom Content Section

Not applicable.

AVISS00066 Single Engine Helicopter Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals seeking certification as single engine helicopter pilots.

Pathways Information

The AVISS00066 Single Engine Helicopter Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **7 units** of competency must be attained.

| | |
|----------|--|
| AVIY0048 | Taxi helicopter |
| AVIY0059 | Control helicopter on the ground |
| AVIY0060 | Control helicopter in hovering flight |
| AVIY0061 | Take off helicopter and approach to hover |
| AVIY0062 | Control helicopter in normal flight |
| AVIY0063 | Execute advanced helicopter manoeuvres and procedures |
| AVIY0064 | Manage abnormal and emergency helicopter flight situations |

Target Group

Individuals seeking certification as single engine helicopter pilots.

Suggested words for Statement of Attainment

The AVISS00066 Single Engine Helicopter Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people seeking certification as single engine helicopter pilots.

Custom Content Section

Not applicable.

AVISS00068 Single Engine Aeroplane Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals seeking certification as a single engine aeroplane pilot.

Pathways Information

The AVISS00068 Single Engine Aeroplane Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **7 units** of competency must be attained.

| | |
|----------|--|
| AVIW0029 | Manage pre- and post-flight actions |
| AVIY0046 | Execute advanced aeroplane manoeuvres and procedures |
| AVIY0047 | Manage abnormal aeroplane flight situations |
| AVIY0054 | Control aeroplane on the ground |
| AVIY0055 | Take off aeroplane |
| AVIY0056 | Control aeroplane in normal flight |
| AVIY0057 | Land aeroplane |

Target Group

Individuals seeking certification as a single engine aeroplane pilot.

Suggested words for Statement of Attainment

The AVISS00068 Single Engine Aeroplane Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people seeking certification as a single engine aeroplane pilot.

Custom Content Section

Not applicable.

AVISS00069 Multi-Engine Aeroplane Pilot Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals seeking certification as a multi-engine aeroplane pilot.

Pathways Information

The AVISS00069 Multi-Engine Aeroplane Pilot Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority or Defence Aviation for specific requirements.

Skill Set Requirements

A total of **7 units** of competency must be attained.

| | |
|----------|--|
| AVIW0029 | Manage pre- and post-flight actions |
| AVIY0046 | Execute advanced aeroplane manoeuvres and procedures |
| AVIY0054 | Control aeroplane on the ground |
| AVIY0055 | Take off aeroplane |
| AVIY0056 | Control aeroplane in normal flight |
| AVIY0057 | Land aeroplane |
| AVIY0072 | Operate a multi-engine aeroplane |

Target Group

Individuals seeking certification as a multi-engine aeroplane pilot.

Suggested words for Statement of Attainment

The AVISS00069 Multi-Engine Aeroplane Pilot Skill Set is from the AVI Aviation Training Package and meets the needs of people seeking certification as a multi-engine aeroplane pilot.

Custom Content Section

Not applicable.

AVISS00071 Aviation Risk Management Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals who perform aviation risk and fatigue risk management functions within an aviation safety management system (SMS).

Pathways Information

The AVISS00071 Aviation Risk Management Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority (CASA).

Work is performed in accordance with:

- AS/NZS ISO 31000:2009 Risk management – Principles and guidelines
- Civil Aviation Order 48.1 Instrument 2013 and/or amendments.

Skill Set Requirements

A total of **2 units** of competency must be attained.

AVIF0026 Implement aviation risk management processes

AVIF0027 Implement aviation fatigue risk management processes

Target Group

Individuals interested in performing aviation risk and fatigue risk management functions within an aviation SMS.

Suggested words for Statement of Attainment

This AVISS00071 Aviation Risk Management Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work in safety and operational risk, and fatigue risk management roles in an aviation safety management system (SMS), and are required to perform aviation risk and fatigue risk management tasks.

Custom Content Section

Not applicable.

AVISS00072 Aviation Safety Management Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is for individuals performing aviation safety and operational management functions within an aviation safety management system (SMS).

Pathways Information

The AVISS00072 Aviation Safety Management Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority (CASA).

Work is performed in accordance with:

- AS/NZS ISO 31000:2009 Risk management – Principles and guidelines
- AS/NZS ISO: 9000:2006: Quality management systems – Fundamentals and vocabulary
- AS/NZS ISO 19011:2014 Guidelines for auditing management systems
- Civil Aviation Order 48.1 Instrument 2013 and/or amendments.

Skill Set Requirements

A total of **5 units** of competency must be attained.

| | |
|-----------|--|
| AVIF0026 | Implement aviation risk management processes |
| AVIF0027 | Implement aviation fatigue risk management processes |
| AVIF0028 | Manage aviation risk |
| BSBAUD501 | Initiate a quality audit |
| BSBMGT517 | Manage operational plan |

Target Group

Individuals interested in performing aviation safety and operational management functions within an aviation safety management system.

Suggested words for Statement of Attainment

This AVISS00072 Aviation Safety Management Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work in safety and operational management roles within aviation safety management systems (SMS).

Custom Content Section

Not applicable.

AVISS00073 Aerodrome Reporting Officer Supervisor Skill Set

Modification History

Release 3. This is the third release of this Skill Set. Unit codes updated.

Release 2. This is the second release of this Skill Set. The unit AVIO2006 Control access to and exit from an airside security zone or landside security zone at an airport was recoded to AVIO0007 Control access to and exit from a security sensitive area.

Release 1. New Skill Set.

Description

This Skill Set is applicable to aerodrome reporting officer supervisors operating at aerodromes in Australian aviation environments. It provides the skills and knowledge required to supervise aerodrome reporting officers.

Pathways Information

The AVISS00073 Aerodrome Reporting Officer Supervisor Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification should check with the Civil Aviation Safety Authority for specific requirements

Skill Set Requirements

A total of **9 units** of competency must be attained.

| | |
|----------|--|
| AVIF0043 | Apply relevant laws and regulations to the operation of an aerodrome |
| AVIF0045 | Facilitate the safety of aerodrome works and works site access |
| AVIF0046 | Facilitate an aerodrome emergency response |
| AVIL0006 | Assess pavement concessions |
| AVIO0007 | Control access to and exit from a security sensitive area |
| AVIO4003 | Implement airside access |

| | |
|-----------|--|
| AVIW0023 | Implement wildlife hazard control measures |
| BSBAUD402 | Participate in a quality audit |
| TLIO0001 | Undertake emergency response action to a security threat |

Target Group

People performing the role of aerodrome reporting officer supervisor in an aviation environment.

Suggested words for Statement of Attainment

The AVISS00073 Aerodrome Reporting Officer Supervisor Skill Set is from the AVI Aviation Training Package and meets the needs of people who supervise aerodrome reporting officers in Australian aviation environments.

Custom Content Section

Not applicable.

AVISS00074 Aeronautical Radio Operator Skill Set

Modification History

Release 2. This is the second release of this Skill Set. Unit codes updated.

Release 1. New Skill Set.

Description

This Skill Set is applicable to aeronautical radio operators operating within Australian aviation environments. It provides the skills and knowledge required to operate an aeronautical radio, in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Pathways Information

The AVISS00074 Aeronautical Radio Operator Skill Set is part of the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements. Individuals seeking certification as aeronautical radio operators should check with the CASA for specific requirements.

Skill Set Requirements

A total of **1 unit** of competency must be attained.

AVIE0003 Operate aeronautical radio

Target Group

People interested performing the role of aeronautical radio operator in Australian aviation environments.

Suggested words for Statement of Attainment

The AVISS00074 Aeronautical Radio Operator Skill Set is from the AVI Aviation Training Package and meets the needs of people who operate an aeronautical radio in Australian aviation environments.

Custom Content Section

Not applicable.

AVISS00075 Air Cargo Screening Officer Skill Set

Modification History

Release 1. New Skill Set.

Description

This Skill Set is for individuals who undertake a range of activities within transport security protection occupations within the Aviation Industry.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package, Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 4 units of competency must be attained.

| | |
|----------|---|
| AVIO0005 | Conduct screening using explosive trace detection |
| AVIO0003 | Apply electronic metal detection |
| AVIO0014 | Screen articles by interpreting X-ray images |
| AVIF0015 | Apply awareness of dangerous goods and hazardous substances in the transport security environment |

Target Group

People interested in working within the transport security screening environment at airports.

Suggested words for Statement of Attainment

This AVISS00002 Air Cargo Screening Officer Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work within the transport Security

Screening environment at airports.

Custom Content Section

AVISS00076 Domestic Airport Screening Officer Skill Set

Modification History

Release 1. New Skill Set.

Description

This Skill Set is for individuals who undertake a range of activities within transport security protection occupations within the Aviation Industry.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package, Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 10 units of competency must be attained.

| | |
|------------|---|
| AVIF0015 | Apply awareness of dangerous goods and hazardous substances in the transport security environment |
| AVIO0006 | Conduct vehicle search for access to security sensitive areas |
| AVIO0011 | Manage disruptive behaviour and unlawful interference within a transport security environment |
| AVIO0004 | Conduct frisk search of persons |
| AVIO0005 | Conduct screening using explosive trace detection |
| AVIO0012 | Manage the flow of items for screening by X-ray screening equipment |
| AVIO0014 | Screen articles by interpreting X-ray images |
| CPPSEC3121 | Control persons using empty hand techniques |
| CPPSEC3128 | Conduct security screening using walk-through metal detection equipment |

CPPSEC3130 Conduct security screening using hand-held metal detectors

Target Group

People interested in working within the transport security screening environment at Regional and Major airports.

Suggested words for Statement of Attainment

This AVISS00003 Domestic Airport Screening Officer Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work within the transport Security Screening environment at regional and major airports.

Custom Content Section

AVISS00077 International Airport Screening Officer Skill Set

Modification History

Release 1. New Skill Set.

Description

This Skill Set is for individuals who undertake a range of activities within transport security protection occupations within the Aviation Industry.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package, Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 12 units of competency must be attained.

| | |
|----------|---|
| AVIO0011 | Manage disruptive behaviour and unlawful interference within a transport security environment |
| AVIO0004 | Conduct frisk search of persons |
| AVIO0005 | Conduct screening using explosive trace detection |
| AVIO0012 | Manage the flow of items for screening by X-ray screening equipment |
| AVIO0014 | Screen articles by interpreting X-ray images |
| AVIO0013 | Operate body scanner |
| AVIO0010 | Identify powders, liquids, aerosols and gels (PLAGs) |
| AVIO0006 | Conduct vehicle search for access to security sensitive areas |
| AVIF0015 | Apply awareness of dangerous goods and hazardous substances in the transport security environment |

CPPSEC3121 Control persons using empty hand techniques

CPPSEC3128 Conduct security screening using walk-through metal detection equipment

CPPSEC3130 Conduct security screening using hand-held metal detectors

Target Group

People interested in working within the transport security screening environment at International airports.

Suggested words for Statement of Attainment

This AVISS00004 International Airport Screening Officer Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work within the transport security screening environment at international airports.

Custom Content Section

AVISS00078 Maritime Screening Officer Skill Set

Modification History

Release 1. New Skill Set.

Description

This Skill Set is for individuals who undertake a range of activities within transport security protection occupations within the Aviation industry.

Pathways Information

This Skill Set contributes to a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Candidates should ensure they have also read the part of the Training Package, Companion Volume Implementation Guide that outlines licensing and regulatory requirements.

Skill Set Requirements

A total of 8 units of competency must be attained.

| | |
|------------|---|
| AVIO0011 | Manage disruptive behaviour and unlawful interference within a transport security environment |
| AVIO0004 | Conduct frisk search of persons |
| AVIO0012 | Manage the flow of items for screening by X-ray screening equipment |
| AVIO0014 | Screen articles by interpreting X-ray images |
| AVIO0006 | Conduct vehicle search for access to security sensitive areas |
| CPPSEC3121 | Control persons using empty hand techniques |
| CPPSEC3128 | Conduct security screening using walk-through metal detection equipment |
| CPPSEC3130 | Conduct security screening using hand-held metal detectors |

Target Group

People interested in working within the transport security screening environment within the Maritime industry.

Suggested words for Statement of Attainment

This AVISS00006 Maritime Screening Officer Skill Set from the AVI Aviation Training Package meets the industry requirements for individuals who work within the transport security screening environment as a Maritime Security Screener Inspector in the Maritime industry.

Custom Content Section

AVISS00079 3D Computed Tomography (CT) X-ray Scanning Skill Set

Modification History

Release 1. This is the first release of this Skill Set in the AVI Aviation Training Package.

Description

This Skill Set is applicable to screening officers operating at aerodromes within Australian aviation environments. It provides the skills and knowledge required to perform the duties of screening officers.

Pathways Information

This Skill Set may supplement a range of qualifications in the AVI Aviation Training Package.

Licensing/Regulatory Information

Statutory/legislative requirements apply to this Skill Set. Users are required to check with the relevant jurisdiction for current requirements.

Skill Set Requirements

A total of **1 unit of competency** must be attained.

AVIO0021 Conduct screening using 3D CT X-ray scanning techniques

Target Group

Individuals who perform the role of the screening officer within the aviation environment.

Suggested words for Statement of Attainment

The 3D Computed Tomography (CT) X-ray Scanning Skill Set is from the AVI Aviation Training Package and meets the needs of screening officers who work in an aviation environment.

AVISS00080 Remotely Piloted Aircraft Operations in Excluded Category Sub-2 kg Skill Set

Modification History

Release 1. This is the first release of this Skill Set in the AVI Aviation Training Package.

Description

This Skill Set is applicable to remote pilots operating in excluded category sub-2 kg operations within Australian aviation environments. It provides the skills and knowledge required to perform the duties of remote pilots in a range of industry contexts.

Pathways Information

This Skill Set may supplement a range of qualifications.

Licensing/Regulatory Information

Statutory/legislative requirements may apply to this Skill Set. Users are required to check with the relevant jurisdiction for current requirements.

Skill Set Requirements

A total of one **unit of competency** must be attained.

AVIY0028 Operate remotely piloted aircraft in excluded category sub-2 kg operations

Target Group

Individuals who perform the role of remote pilots in excluded category sub-2 kg operations within the aviation and other relevant industry environments.

Suggested words for Statement of Attainment

The Remotely Piloted Aircraft Operations in Excluded Category Sub-2 kg Skill Set is from the AVI Aviation Training Package and meets the needs of remote pilots who work in an aviation or other industry environment.