



Australian Government

Department of Education, Employment and Workplace Relations

AVIF2007B Implement regulations and policies during check-in procedures

Revision Number: 1

AVIF2007B Implement regulations and policies during check-in procedures

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to ensure compliance with regulations and policies during passenger check-in services for commercial aircraft flights, including compliance with the national and/or international legal obligations of an aircraft operator and staff, local laws and regulations when providing check-in services abroad, and relevant established industrial relations practices and requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements of the Civil Aviation Safety Authority and other relevant regulatory authorities. Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance. Work is performed under some supervision usually within a team environment. Work involves the application of relevant regulations and policies during passenger check-in services for commercial aircraft flights across a variety of operational contexts within the Australian aviation industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Comply with national and international legal obligations	<p>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</p> <p>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</p> <p>1.3 Compliance is maintained with the legal obligations that bind an aircraft operator and staff during check-in</p>
2 Comply with local laws and regulations	<p>2.1 Relevant national/state OH&S laws and regulations are correctly identified and applied in day-to-day work to ensure compliance in accordance with workplace procedures as applicable</p> <p>2.2 Relevant customs and quarantine regulations are correctly identified and appropriate action is taken in day-to-day work to ensure compliance where applicable</p> <p>2.3 Appropriate advice is provided to passengers on customs and quarantine regulations when necessary</p> <p>2.4 Compliance is maintained with local laws and regulations while providing check-in services in all ports serviced by the airline operator</p>
3 Comply with established industrial relations practices and requirements	<p>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</p> <p>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 in the aviation industry</p> <p>3.3 An understanding of the employer/employee obligations and responsibilities is developed and applied to day-to-day work in the aviation industry</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
- Relevant OH&S, health, quarantine, customs and security procedures and regulations
- Relevant equal opportunity and anti-discrimination regulations
- Workplace procedures and policies related to passenger check-in services for commercial domestic and international aircraft flights
- Emergency and security procedures
- Principles of Crew Resource Management (CRM) and Human Factors (HF) related procedures
- Requirements of relevant regulations and legislation relevant to check-in services
- The industrial award system/trade union system as applicable
- The trade union system
- The concepts of arbitration and conciliation where applicable
- Principles of enterprise bargaining where applicable
- Employer/employee obligations and responsibilities
- Relevant industrial relations institutions, organisations and their functions
- Workplace and government policy on smoking on or in the vicinity of aircraft
- Workplace and government policy on the use of mobile phones or other electronic devices on or in the vicinity of aircraft

Required skills:

- Communicate effectively with others when implementing regulations and policies during check-in procedures
- Read and interpret instructions, regulations, procedures and other information relevant to regulations and policies during check-in procedures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to regulations and policies during check-in procedures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing regulations and policies during check-in procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when implementing regulations and policies during check-in procedures in accordance with regulatory

REQUIRED KNOWLEDGE AND SKILLS

requirements and workplace procedures

- Implement contingency plans for unexpected events that may arise when implementing regulations and policies during check-in procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the implementation of regulations and policies during check-in procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required to conduct the implementation of regulations and policies during check-in procedures

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Check-in service may be provided:
- for any type of commercial aircraft flight including domestic or international, while in home port or in slip port
 - for short and/or long haul services
 - in any category of service including economy, business class and first class
 - in any allowable operating and weather conditions
 - in accordance with enterprise and operational requirements
- Performance may be demonstrated on:
- an approved check-in service simulator
 - a passenger-carrying aircraft
- An understanding of the employer/employee obligations and responsibilities may include but is not limited to:
- the trade union system
 - the industrial awards system
 - the concepts of arbitration and conciliation
 - specific relevant enterprise awards/agreements
- Persons consulted may include:
- passengers
 - aircraft cabin crew and flight crew members
 - ground support staff
 - relevant human resources staff
 - airline supervisory and management staff
 - union representatives
 - relevant technical staff
 - relevant government officials from Australia or other countries, including:
 - aviation industry regulatory staff
 - quarantine authority staff
 - customs authority staff
- Dependent on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
 - standard operating procedures
- Information/documents may include:
- relevant regulations, including security, customs, quarantine, OH&S security and environmental protection regulations
 - airline procedures and instructions and job specification

RANGE STATEMENT

Applicable regulations and legislation may include:

- workplace policies
- check-in service checklists and procedures
- local laws and regulations when providing check-in services in remote countries
- OH&S security and environmental protection regulations
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant national and international regulations pertaining to passenger check-in services for commercial domestic and international aircraft flights
- relevant OH&S legislation
- relevant environmental protection legislation
- relevant quarantine legislation
- equal opportunity and anti-discrimination legislation
- relevant customs regulations
- relevant security regulations
- 'crimes on aircraft' legislation
- insurance legal requirements
- airline and government policy on smoking on or in the vicinity of aircraft
- airline and government policy on the use of mobile phones and other electronic devices on or in the vicinity of aircraft
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

F - Safety Management