



Australian Government

**MEA113 Supervise civil aircraft
maintenance activities and manage human
resources in the workplace**

Release: 1

MEA113 Supervise civil aircraft maintenance activities and manage human resources in the workplace

Modification History

Release 1 - New unit of competency

Application

This unit of competency requires application of supervisory and personnel management skills in the performance of all aviation maintenance activities.

This is one of the units that must be attained to progress from Aircraft Maintenance Engineer (AME) to the grant of a maintenance certification licence. It covers the competencies required to supervise maintenance activities, apply human resource management practices applicable at the supervisor level, and contribute to workplace training and competency assessment during scheduled or unscheduled maintenance. Work may be performed individually or as part of a team.

The skills and knowledge covered by the units of competency at Certificate IV level listed in the MEA Aeroskills Training Package for the qualification leading to the applicable maintenance certification licence sought are prerequisite to the attainment of the elements of competency specified in this unit. This includes full coverage of the Civil Aviation Safety Regulation (CASR) Part 66 Avionics or Mechanical Syllabus subjects/topics.

Pre-requisite Unit

Competency Field

Supervision of aviation maintenance

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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| 1. Plan maintenance for teams | 1.1 Maintenance tasks are identified and interpreted from available maintenance data or schedules in accordance with enterprise procedures |
| | 1.2 Workload is organised in order of priority taking into consideration, where applicable, mandatory and optional maintenance tasks |

- 1.3 Timeframes are taken into consideration when prioritising maintenance tasks
 - 1.4 Required resources are obtained to facilitate planned maintenance tasks
- 2. Implement maintenance for teams
 - 2.1 Maintenance tasks are allocated to appropriate team members with consideration of individual's experience and qualifications
 - 2.2 Personnel are clearly briefed on their responsibility and function in the team
 - 2.3 Team members are correctly authorised to operate the required items of ground support equipment
 - 2.4 Team members are instructed to observe work health and safety (WHS) requirements and all safety hazards are promptly identified and addressed
- 3. Provide guidance
 - 3.1 Guidance is provided to staff, appropriate to the maintenance task and individual's experience, including the communication of relevant maintenance data and procedures
 - 3.2 Guidance is readily available, in person as appropriate to the maintenance task
 - 3.3 Guidance is provided in determining the cause of difficult faults or faults not covered in maintenance manual fault diagnosis guides
- 4. Monitor maintenance quality
 - 4.1 Activities are checked and personnel are guided to ensure that maintenance is performed in accordance with the applicable documentation, policies and procedures
 - 4.2 Completed work, including stages of maintenance, is inspected for serviceability and prepared for certification on applicable documentation
- 5. Perform human resource management activities at the supervisor level
 - 5.1 Human factors affecting job performance are identified and responded to
 - 5.2 The possibility of maintenance errors is minimised
 - 5.3 Sound teamwork is maintained through an awareness of contributing factors
 - 5.4 Sound employment relations are maintained

6. Perform workplace training tasks
- 6.1 On-job training is delivered through the reinforcement of knowledge and skills gained in off-job training and guiding their application to specific on-job maintenance tasks
 - 6.2 The Supervisor's Verification portion of the Workplace History Sheets (Section 3) of the Log of Industrial Experience and Achievement is completed
 - 6.3 Expert witness verification of competency for CASR Part 147 Maintenance Training Organisation (MTO) workplace assessors is provided when required

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for 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.

Maintenance data or schedules include:

- Maintenance records
- Manufacturers' maintenance manuals and servicing schedules
- Computer maintenance data systems
- Service bulletins
- Airworthiness Directives (ADs)
- Modification incorporation instructions
- Repair instructions
- Observations and feedback from maintenance personnel and aircrew via Technical Log entries
- Aircraft Maintenance Organisation (AMO) internal work instructions or directives

Required resources include:

- Personnel
- Spares
- Lubricants
- Consumables
- Tools
- Special equipment
- Personal protective equipment (PPE)

Guidance in maintenance activities includes:

- Associated equipment including various items of ground support equipment
- Considerations regarding resources also include:
 - required numbers of personnel and their availability
 - personnel qualifications, experience and authorisations
 - availability of the listed resources
- Fault diagnosis procedures
- Troubleshooting
- Damage assessment
- Assessment of repair cost effectiveness
- Assessment of replacement options

Human factors affecting job performance include:

- Individual health and disability
- Social psychology
- Time pressure and workload
- The physical work environment

The possibility of maintenance errors is minimised through:

- Varying the extent of supervision according to the nature of the task and work conditions
- Allowance for qualification and experience levels within the team
- Allowance for human error and “Murphy’s Law” (‘If something can go wrong, it will.’)

Employment relations at supervisor level include:

- Resolution or referral to management of complaints and difficulties
- Resolution of conflict within the team
- Absence of team members from the job
- Maintenance of discipline in the performance of maintenance tasks
- Allowance for cultural diversity within the team
- Knowledge of relevant sections of industrial awards, enterprise agreements, and conditions of employment and service that apply to the particular workplace

Maintenance activities include:

- Scheduled maintenance
- Unscheduled maintenance
- Configuration changes
- Modification incorporation
- Repairs

Prescribed instructions, policy, procedures and/or regulatory requirements include:

- Manufacturers’ operating and maintenance manuals
- CASA-approved enterprise operation manuals
- Quality procedures and work instructions
- WHS policies and instructions, including material safety data sheets (MSDS)
- Management directives

Unit Mapping Information

Release 1 – equivalent to MEA113C Supervise civil aircraft maintenance activities and manage human resources in the workplace

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ce216c9c-04d5-4b3b-9bcf-4e81d0950371>