![Australian Government - Department of Education, Employment and Workplace Relations]

MEA125B Develop aviation maintenance personnel

Revision Number: 2

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Modification History

Minor formatting and editorial changes made.

Unit Descriptor

This unit of competency is part of the Aeroskills Advanced Diploma training pathways. It covers the development of aviation maintenance personnel to comply with regulatory requirements and assist in the achievement of organisational objectives.

Application of the Unit

This unit requires application of personnel management practices in the development and training of personnel within the aviation maintenance organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable

Employability Skills Information

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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

1. Mediate in and settle grievances and disputes	1.1. Problem solving issue resolution procedures are conducted in accordance with ***relevant policy and procedures***
	1.2. ***Grievances and disputes*** are managed in a timely and respectful manner
	1.3. Grievances and disputes are managed to optimise the likelihood of a favourable outcome for all parties
	1.4. Individual's rights and obligations are respected and communicated in a clear and concise manner
	1.5. Interviews and meetings are conducted in a participative and consultative manner
	1.6. Outcomes of proceedings are recorded, stored and made available to authorised personnel in accordance with organisational policy and procedures
2. Motivate team towards achieving quality output	2.1. Team members needs and wants are recognised and where possible incorporated into work assignments consistent with their level of responsibility
	2.2. The team's achievements are promoted and rewarded in a way that openly acknowledges the importance of team members' contributions
3. Control allocation of tasks to teams and individuals	3.1. Tasks are allocated to teams and individuals to take into account the needs of the organisation's operational requirements, individual/team goals, development needs, and individual strengths, ***qualifications and authorisations***
	3.2. Prompt corrective action is taken in response to actual or potential significant deviations from plans
4. Evaluate and report individual performance	4.1. Performance expectations based on an individual's situation and work requirements are identified and agreed
	4.2. Individual performance is reviewed on an ongoing basis against performance expectation
	4.3. Reporting on individual performance is in accordance with the organisation's policies and procedures
	4.4. Feedback is provided in a constructive manner
	4.5. Performance issues that cannot be rectified or addressed are referred to appropriate personnel according to the organisation's policies and procedures
5. Coordinate individual training	5.1. Individual training requirements are identified to meet the needs of the individual and the organisation
	5.2. Individual training is delivered
	5.3. Opportunities for individuals to develop and apply competencies on the job are facilitated

Required Skills and Knowledge

Required skills

Look for evidence that confirms skills in:

- negotiation and dispute resolution
- performance appraisal
- interpersonal communication
- interviewing
- planning
- application of requirements regarding matching of allocated jobs with qualification and task authorisations

Required knowledge

Look for evidence that confirms knowledge of:

- relevant government legislation
- Civil Aviation Regulations (CARs) and Advisory Circulars (ACs)
- CASRs, Manuals of Standards and associated Acceptable Means of Compliance and Guidance Material
- maintenance organisation expositions
- continuing airworthiness management organisation expositions
- relevant defence regulations and instructions
- maintenance organisation manuals
- OHS legislation
- organisational safety manuals
- organisational policy and procedures manuals
- organisational performance appraisal reporting requirements
- personnel development principles and practices
- equity and diversity
- fraud and ethics

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	A person who demonstrates competency in this unit must be able to effectively perform tasks associated with the development of personnel and the resolution of grievances.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways, including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is, the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The candidate must have access to all tools, equipment, materials and documentation required and must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials. The assessment environment should not disadvantage the candidate.
Method of assessment	
Guidance information for assessment	

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Application	Application of this unit may relate to: • scheduled or unscheduled maintenance • individual or team-related activities
Relevant policy and procedures	Relevant policy and procedures may be found in: • organisational policy manuals • maintenance organisation manual • maintenance management plan • procedures manuals • work instructions • government legislation • defence regulations and instructions • standing instructions • grievance procedures • CASRs, Manuals of Standards and associated Acceptable Means of Compliance and Guidance Material • maintenance organisation expositions • continuing airworthiness management organisation expositions
Grievances and disputes	Grievances and disputes may include: • progress towards qualifications • employment area • sexual harassment • equity and diversity • employment conditions • interpersonal differences
Qualifications and authorisations	Qualifications and authorisations may include: • Training Package qualifications issued under the Australian Qualifications Framework (AQF) • certificates issued by Registered Training Organisations (RTOs) for completion of non-accredited training courses • certificates issued on completion of equipment-related training courses

	• maintenance engineer licences and extensions thereto • aviation maintenance specialist certificates • authorisations as a CASA representative made under the provision of CARs or CASRs • task authorisations made in accordance with maintenance organisation expositions or continuing airworthiness management organisation expositions • task authorisations made in accordance with relevant defence regulations and instructions • task authorisations made in accordance with a maintenance management plan

Unit Sector(s)

Aviation maintenance management

Competency field

Co-requisite units

Not applicable

Manufacturing Skills Australia