Australian Government

# AVI20219 Certificate II in Aviation (Ground Operations and Service)

**Release 5**

# AVI20219 Certificate II in Aviation (Ground Operations and Service)

## Modification History

Release 5. Updated imported superseded elective units. Removed two deleted TLI units.

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- Unit TLIA2013 superseded to become TLIA0023
- Unit TLIA2020 superseded to become TLIA0024
- Unit TLIP2033 superseded to become TLIP0001
- Unit TLIK2007 superseded to become TLIK0003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 |
| AVIF0037 | Monitor the transfer of hazardous materials |
| AVIF2007 | Implement regulations and policies during check-in procedures |
| 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 |
| SITTTVL006 | Book tourism products and process documentation |
| TLIA0003 | Complete and check import/export documentation |
| TLIA0021 | Participate in stocktakes |
| TLIA0023 | Receive goods |
| TLIA0024 | Replenish stock |
| TLIA2014 | Use product knowledge to complete work operations |
| TLIB0002 | Carry out vehicle inspection |
| TLIB0003 | Use and maintain minor mechanical equipment |
| TLIB2001 | Check and assess operational capabilities of equipment |
| TLIB2008 | Carry out inspection of trailers |

| TLIB2073 | Clean road tankers |
| TLIC1051 | Operate commercial vehicle |
| TLIC3003 | Drive medium rigid vehicle |
| TLID0006 | Move materials mechanically using automated equipment |
| TLID0014 | Load and unload explosives/dangerous goods |
| TLID0015 | Load and unload goods/cargo |
| TLID0016 | Operate a forklift |
| TLID0021 | Store and handle dangerous goods and hazardous substances |
| TLIE0002 | Process workplace documentation |
| TLIF2012 | Apply safe procedures when handling/transporting dangerous goods or explosives |
| TLIF2018 | Operate firefighting equipment |
| TLII0004 | Provide assistance to customers |
| TLII0005 | Apply customer service skills |
| TLIK0003 | Perform electronic data interchange to transmit documentation |
| TLIK2003 | Apply keyboard skills |
| TLIL2008 | Complete routine administrative tasks |
| TLIL2031 | Monitor and process attendance records |
| TLIO0005 | 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 |

Australian Industry Standards

## Qualification Mapping Information

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

## Links

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