



Australian Government

AVI30319 Certificate III in Aviation (Ground Operations and Service)

Release 4

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Modification History

Release 4. Updated superseded imported elective units.

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:

- SITTTSL010 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 materials 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
BSBLDR301	Support effective workplace relationships
BSBOPS301	Maintain business resources
BSBOPS304	Deliver and monitor a service to customers
BSBOPS402	Coordinate business operational plans
BSBXTW301	Work in a team

HLTAID011	Provide First Aid
SITTTVL006	Book tourism products and process documentation
SITTTVL007	Use a computerised reservations or operations system
SITTTVL008	Source airfares and issue tickets for domestic flights
SITTTVL009	Construct international airfares
SITTTVL010	Construct advanced international airfares └ SITTTVL009 Construct 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
TLIE0008	Calculate mass, area and quantify dimensions
TLIE3004	Prepare workplace documents
TLIG0002	Lead a work team
TLIK2010	Use info technology devices in the workplace
TLIP0002	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

Companion Volume Implementation Guides are found in VETNet' -

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