



**Australian Government**

# **AVI30416 Certificate III in Aviation (Ground Operations and Service)**

**Release: 1**

# AVI30416 Certificate III in Aviation (Ground Operations and Service)

## Modification History

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.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

### Occupations may include:

- Baggage Operations
- Customer Service Operations
- Flight Dispatch Operations
- Ground Operations
- Ramp Operations.

## Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

A total of **21 units of competency** comprising:

**9 core units** listed below **plus**

**12 general elective units** from the general elective units listed below. The general 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:

- SITTTSL312 Construct advanced international airfares.

### **Core units**

AVIF0001	Apply aircraft safety procedures
AVIF0012	Apply aviation work health and safety procedures
AVIF2010	Implement regulations and policies during aviation safety and service operations
AVIG2002	Work effectively in the aviation industry
AVIJ2001	Contribute to the achievement of on-time performance standards
AVIZ2050	Maintain security awareness and vigilance in an aviation workplace
TLIE3004	Prepare workplace documents
TLIJ3002	Apply quality systems
TLIO3007	Undertake emergency response action to a security threat

### **General elective units**

AVID0001	Package dangerous goods for air transport
AVID0002	Conduct baggage handling operations
AVID2001	Accept dangerous goods for air transport
AVIE0001	Operate aeronautical radio
AVIF0003	Manage human factors in flight dispatch operations
AVIF0014	Manage human factors in aviation operations
AVIF3016	Marshal aircraft
AVIH0003	Manage aircraft performance and load
AVIH0004	Implement instrument flight rules planning procedures
AVII0001	Advise on major services and attractions at aviation destinations
AVII0002	Provide quality customer service

AVII2007	Check in aircraft passengers
AVII2008	Provide assistance to transit and arriving passengers
AVIL2001	Manage a check-in queue
AVIL3002	Complete aircraft dispatch duties
AVIL3003	Plan an aircraft load
AVIO0002	Manage disruptive behaviour and unlawful interference with aviation
AVIO2015	Apply and monitor aviation workplace security procedures
AVIR3001	Service customer airline contracts
AVIW2002	Operate an aerobridge
AVIW2010	Operate baggage tug
AVIW2029	Operate aircraft refuelling nozzle
AVIW3003	Operate aircraft embarkation and disembarkation equipment
AVIW3004	Operate ramp equipment
AVIW3005	Operate aircraft push-out tug
AVIW3006	Refuel aircraft
AVIW3011	Defuel aircraft
AVIW3021	Coordinate aircraft ground operations
AVIW4034	Supervise aircraft refuelling
AVIY0010	Apply aeronautical knowledge and civil air law to flight dispatch operations
AVIY0012	Monitor flight performance
BSBCUS301	Deliver and monitor a service to customers
BSBFLM303	Contribute to effective workplace relationships
BSBFLM305	Support operational plan
BSBFLM306	Provide workplace information and resourcing plans

BSBFLM312	Contribute to team effectiveness
HLTAID003	Provide first aid
SITTTSL305	Process reservations
SITTTSL307	Process travel-related documentation
SITTTSL308	Use a computerised reservations or operations system
SITTTSL309	Source airfares for domestic flights
SITTTSL310	Construct normal international airfares
SITTTSL311	Construct promotional international airfares
SITTTSL312	Construct advanced international airfares
TLIA3008	Transfer cargo
TLIA3015	Complete receiptal/despatch documentation
TLIC3004	Drive heavy rigid vehicle
TLIC3005	Drive heavy combination vehicle
TLIC3042	Drive coach/bus
TLIC3063	Operate vehicle carrying special loads
TLID3015	Identify and label explosives and dangerous goods
TLIE3002	Estimate/calculate mass, area and quantify dimensions
TLIE3012	Consolidate manifest documentation
TLIE3018	Maintain freight records
TLIG3002	Lead a work team or group
TLIK2010	Use infotechnology devices in the workplace
TLIP3034	Advise on and construct fares for customers

## Qualification Mapping Information

This qualification replaces but is **not** equivalent to AVI30408 Certificate III in Aviation (Ground Operations and Service).

## **Links**

AVI Aviation Training Package Companion Volume Implementation Guide at: -  
[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=21](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=21)